SCOTIA

HOME OWNER'S

INFORMATION PACK

for

HAMILTON GARDENS, ELGIN

(applicable to Plots 16 to 25, 66 to 78, 91 and 92)
(Broughton, Cardross, Culross, Delgatie, Falkland, Fullarton and Torridon House types)

www.scotia-homes.co.uk

Please read this document in conjunction with the NHBC booklet 'Guide to your new home – A practical guide to looking after your new home'

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Contents

NOTE:

The information contained in this document is for our standard house types and may not cover specific variations requested by you.

GENERAL MAINTENANCE AND SAFETY

Regular maintenance work is required for all homes to keep them at their best in the years to come and to ensure that they continue to be a safe home environment. We recommend that you employ competent tradesmen/contractors to carry out the maintenance work, however if you decide to carry out maintenance work (or alteration works) on your home yourself, then there follows a list of some of the basic rules to bear in mind;

Always plan the job thoroughly in advance.

Consider any risks - is there adequate ventilation? Do you need any safety equipment? Can the job be done another way to make it safer? If you are in doubt then do not attempt the job yourself – seek advice from a professional or employ a skilled tradesman or contractor.

Check any materials you are going to use for any warnings or precautions and heed the material safety recommendations.

Always use the right tools for the job and use them in accordance with their instructions.

If you intend to work at height please be aware of the risks involved. Try to avoid working at height if at all possible but if you decide it is necessary then please make sure your ladder or stepladder is in good condition and securely held in place. There is a large amount of information and recommendations available on the subject of working at height on the internet or in most good public libraries – take the time to familiarise yourself with the risks and recommendations involved in working at height before carrying out the job. Note that we advise that you use a specialist roofing contractor if your roof requires maintenance work.

If there is risk involved, try and avoid working alone.

Dispose of any surplus materials and waste according to the manufacturer's instructions, adherence to Local Authority waste regulations, and consideration for the environment.

Always keep a well stocked first aid kit.

Please also refer to your NHBC 'Guide to Your New Home' for more information on maintenance.

OPERATING INSTRUCTIONS FOR GAS-FIRED CENTRAL HEATING AND HOT WATER SYSTEM

Introduction

Your home has been fitted with a gas-fired heating system serving radiators and also providing a domestic hot water supply. The gas–fired boiler is located in the garage and you will find the operating and maintenance instructions for the boiler in your handover pack. The boiler has been set up and commissioned – you should carry out no adjustments to the boiler.

If, after referring to the user information on the boiler controls in the boiler instruction manual, you are unable to find the answers to any boiler problems and the problem is an emergency which has arisen during the first 24 months after your legal date of entry to the house, then please contact NPA (please refer to the section on NPA below). If the fault is not an emergency (as described in the NPA cover summary) and you are still within the warranty period, then please contact the Scotia Customer Care department during normal office hours.

You are responsible for the annual maintenance and servicing of the boiler, this should be arranged through any reputable, Gas Safe registered, plumbing and heating contractor.

Heating and Domestic Hot Water Controls

The system has the following controls:-

1. Boiler isolating switch.
2. Programmable Room Thermostat
3. Thermostatic radiator valves to radiators (except on the by pass radiator)

1. Boiler Isolating Switch

This switch will normally be found on the wall next to the boiler in the garage.

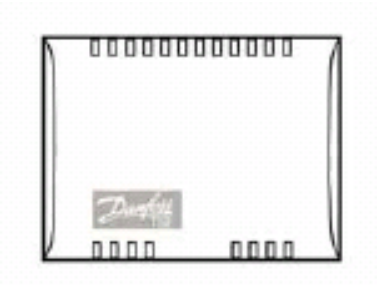
This switch is to isolate the electrical supply to the boiler and **should be left on at all times**. **Only use this switch if a fault develops on the boiler.**

2. Programmable Room Thermostat

Your home has a programmable room thermostat located normally on the wall in the utility or kitchen area (depending on your house type) and it is linked to a remote temperature sensor located typically in the hall.

Example of a typical TP9000 Programmable Room Thermostat (the exact model varies depending on house type and therefore you may have a different model- typically Danfoss TP7001 or TP9000 programmable room thermostats are installed – the model is marked on the room thermostat);

Drawing of a typical remote temperature sensor (linked to the programmable room thermostat);



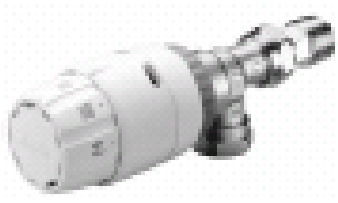
The programmable room thermostat controls the boiler, telling it when you require central heating and hot water. It has the facility to give several on/off times. Temperatures can also be selected for each on/off time. When the heating is selected on it will operate until the set temperature is achieved. Note that the temperature is measured by the remote temperature sensor- not by the programmable room thermostat. The remote temperature sensor should not be covered or otherwise obstructed as this may impair its ability to accurately measure the room temperature.

When the system is selected off, the boiler will not operate unless the temperature drops below the setback temperature selected. You can select your minimum desired house temperature, normally this can be set between 12 and 16°C. Please refer to the manufacturer's instructions in your home owner pack for the programmable room thermostat for further instructions.

3. Thermostatic Radiator Valves

Thermostatic Radiator Valves (TRV's) are fitted for comfort control i.e. 1 – low level heat, 5 – maximum level heat. They are fitted to all radiators except radiators in rooms where there is a room thermostat. They are essential to the full efficiency of your heating system and allow you to lower temperatures in unoccupied rooms thus reducing heating costs. TRV's sense room temperature changes in individual rooms and adjust the flow of heated water through the radiators to maintain the desired temperature. Depending on level of comfort required, 2 – 3 should be selected. Please refer to the manufacturer's instructions in your Handover Pack for full details.

Picture showing a typical Thermostatic radiator valve, Note - the type fitted in your home may vary.



Central Heating

Should your central heating or hot water fail to work, please ensure that all of the procedures laid out in the boiler manufacturer's literature are followed. Failure to do this may result in a charge being made for an unnecessary call out.

Bleeding of Radiators

This should not be required with a sealed system. However, radiators feeling warm at the bottom but cold at the top would indicate air in the radiator. There are airing points normally at the top of the radiator. Use an air-bleeding key to turn clockwise to reduce air. You can do this by inserting the key and turning it anti-clockwise, then once the air stops a small amount of water will be discharged, quickly turn the key clockwise to tighten. Check the pressure gauge on the boiler, if it is below that recommended in the manufacturer's instructions, then it will be necessary to top up the system. See enclosed boiler user guide for full instructions.

NPA (NATIONWIDE PROPERTY ASSISTANCE) EMERGENCY COVER

Your home is covered under NPA's Home Emergency Assistance Cover for a period of 24 months from your legal date of entry. This service provides emergency cover for your heating system in the event of a loss of central heating or hot water providing the equipment has been maintained and serviced in accordance with the manufacturer's instructions.

It also extends to blocked drains, burst pipes and damaged window and door locks where there is a risk to security. Examples of what is/is not covered are shown in the list below- some of these examples may not apply to your own property. In an emergency situation (as defined in the Cover Summary as provided to you direct by NPA) where any of the above is affected you should contact NPA directly instead of Scotia. At the time of writing, the emergency contact number for NPA is 0345 1552374 (you will need to quote your postcode and house number). This number is available 24 hours a day, 365 days a year.

Where any problem is not classed as an emergency by NPA you should contact the Scotia customer care department during normal office hours.

Examples of what is covered/ not covered;

Examples of what <u>is</u> covered	Examples of what <u>is not</u> covered
Internal Plumbing & Drainage Repairs to your internal plumbing and drains including where there is a loss of water to your property, blocked drainage and leaks Clearing blocked toilets and waste pipes	Showers including the shower unit, controls, outlet or shower head Replacement of water tanks/radiators, thermostatic radiator valves, hot water cylinders and sanitary ware
External Drainage Clearing total blockages to your drainage pipes Repair of a collapsed external drain	Shared drains External guttering, rainwater downpipes, rainwater drains and soakaways
Electrical Emergency & Breakdown An emergency caused by, or breakdown of, the domestic electrical wiring supply system, including permanent damage caused by a power cut	All non-permanent wiring/electrics, e.g. kettles, fairy lights or any other and appliances with plugs Shower unit or immersion heater unit

Security Making your property secure in the event of broken locks for external windows and doors that are your responsibility	Doors (and windows) which do not secure your property, such as internal porch doors, internal doors and internal conservatory doors Failure or breakdown of the external locking mechanisms to doors or windows for outbuildings or a garage
Gas Central Heating Breakdown A leak within or breakdown of the 'natural gas' gas central heating boiler, the central heating system and its associated pipework Drain down and isolate leaking water tanks, radiators and hot water cylinders If you suffer a gas leak, you should first call the National Grid Emergency Service immediately on 0800 111 999	Boilers which have been declared beyond economical repair (i.e. if the cost of parts incl. VAT is more than 85% of the retail price of the boiler) Repairs if we have advised you to carry out maintenance work to prevent a future breakdown (until that work is complete) Repairs, where due to obsolete parts, we can no longer cover you (the policy will continue without boiler cover until the boiler is replaced)
Electrical Heating Breakdown Repairs or replacement of the part(s) of the heater or replacement heaters.	Any repair to heaters which are beyond economical repair (if the cost of parts incl. VAT, is more than 85% of the retail price of the heater) Heated towel rails, infra red heaters, electric fires, skirting or kick-space floor heaters
Oil Fired Central Heating Breakdown A breakdown of the boiler and/or system Drain down and isolate leaking water tanks, radiators and hot water cylinders	Boilers which have been declared beyond economical repair (i.e. if the cost of parts incl. VAT is more than 85% of the retail price of the boiler) Repairs if we have advised you to carry out maintenance work to prevent a future breakdown (until that work is complete) Repairs, where due to obsolete parts, we can no longer effect a repair

RADIATOR SAFETY PRECAUTIONS AND RADIATOR NOTES

Myson Premier HE roundtop radiators have been installed in your house. Should radiator chip or other paint damage occur then touch up paint (RAL9016) can be purchased from the Myson sales office on 0845 402 3434.

Radiators are hot when in use and as such users should ensure that those who may come into close proximity to hot radiators are aware of the risks of burns on prolonged contact.

Where necessary, users should take steps to minimise the risks of burns from hot radiators (for example where there are very young children in the room). Where applicable, consideration should be given to placing guards in front of the radiators or reducing the temperature of individual radiators by turning the thermostatic radiator valve to a low setting.

Radiators are heavy items and are securely fastened to the wall on installation, with appropriate fasteners to secure the radiator bracket and suit the construction of the wall. Radiators should not be used for the mounting of clothes airers, cat beds or

other such fixtures. The mounting brackets of the radiator are designed to support the weight of the radiator itself and its water contents, allowing for an adequate safety margin. An additional weight may compromise this margin and cause risk of bracket failure, leaks and potential hot water burns.

Decorative covers (such as the decorative perforated MDF or timber covers that you can purchase from DIY stores) will significantly reduce the output of a radiator and thermostatic radiator valves should not be fitted inside these radiator covers (as this will stop the valves from working efficiently). These covers are not recommended as they will, by consequence, impede an individual room's heat requirement, which your new heating system has been carefully designed to provide. The only exception to this would be the comments above regarding safety of young children. If you do need to fit a radiator cover for this purpose then you should use one of the metal mesh type covers, similar to a fire place guard, which will not impede the flow of heat from your radiator into the room.

Appropriate facilities are required by Building Regulations for internal and/or external drying facilities and these are provided (please see "Ventilation and avoiding condensation"). Radiator-mounted airers and other devices may lead to excessive internal moisture and any chips/damage caused to the radiator itself may compromise the protective coating and potentially lead to corrosion/failure, which may not be covered by warranties.

Note regarding curtains – Heavy curtains or lined curtains drawn over the windows are an effective way of reducing any heat loss through the windows during the autumn and winter months. The sooner you draw the curtains in the evening the more heat you will save. However, please note that if there is a radiator located below the window, and the curtains are too long and cover the radiator then much of the heat generated by the radiators will not find its way into the room and will instead be wasted out the window. Curtains covering the thermostatic radiator valves will also interfere with the operation of the valves.

HEATING AND HOT WATER INSTALLATION

Heating and hot water are provided by an Alpha InTec 34C wall mounted, high efficiency boiler with a gas saver flue heat recovery unit.

A 50 litre thermal store may also have been installed (this depends on the house type).

Please note that to obtain the maximum performance and efficiency benefits the gas saver flue (and thermal store, where fitted) must be switched on. Turning off the gas saver flue will mean you lose efficiency benefits. Turning off the thermal store (where fitted) will mean you lose efficiency benefits and the available volume of hot water will be significantly reduced.

A copy of the user manual, installation & service instructions, inspection, commissioning and service record logbooks for the system are enclosed with your home owner pack.

An annual gas service of the boiler and inspection/maintenance of the associated equipment, in accordance with the manufacturer's instructions, is required to be carried out by Gas Safe registered personnel. Failure to carry this out will invalidate the manufacturer's and NHBC warranties.

GAS SYSTEM

Never obstruct gas boiler flue outlets or any ventilation, if provided, to the boiler. Never tamper with the gas installation or equipment.

Any alterations to the gas supply pipework or work in construction with any gas appliance should only be carried out by GasSafe registered personnel.

You are responsible for the annual maintenance and servicing of all gas appliances such as the gas boiler, oven or hob (as applicable to your home) and this should be arranged through any reputable, Gas Safe registered plumbing and heating contractor.

If you suspect a gas leak:

1. **Extinguish all naked flames.**

2. **Do not use any electrical switches or appliances**

3. **Turn off the gas at the meter.**

4. **Open all doors and windows.**

5. **Call the National Gas Emergency Service on its emergency number which is in the telephone directory under 'GAS, Gas Emergency'. There is no call-out charge. The current emergency number at date of preparation of this document is 0800 111999. This service operates 24 hours a day and 365 days a year.**

HOT AND COLD WATER SERVICES

Mains Cold Water Service

The internal stopcock for the incoming cold water service is located typically under the kitchen or utility sink which, in an emergency, should be used to shut off the water in your house.

There is also an external stopcock located in a boundary box within the public footpath near your house which also shuts off the water to your house (this is primarily for the water board's use in an emergency).

Make sure that you know where your mains water stopcocks are located so that you can turn them off quickly in an emergency.

Domestic Hot Water

The Alpha Intec 34C boiler produces domestic hot water in an energy efficient manner and the operation of this is fully explained in the enclosed Instruction Manuals. Please also refer to the notes in the Heating and Hot Water Installation section above.

External Water Tap (if fitted)

Where there is a risk of severe frost, the water supply to any external tap should be isolated, pipe work drained, and the tap should be left in the open position. There is normally a shut off valve inside the house to allow you to easily turn the water off to the garden tap. We also recommend fitting an insulating external tap cover to external taps during winter months – these covers are available from any good gardening or DIY store.

Sanitary Ware/Taps

Introductory notes:

Sanitary ware and taps should be cleaned in accordance with the manufacturer's instructions, copies of which are enclosed in your home owner pack or are available from the manufacturer's web site. The following are some important points to remember when cleaning and maintaining your sanitary ware and taps. Note that the information in this section covers standard sanitary ware and fittings being installed at the date of preparation of this document- if you have asked for different fittings as a client choice then the following notes may not be applicable.

Baths:

The bath should always be cleaned immediately after use, preferably while the water is running out and the bath is still warm. Hot soapy water with a cloth should be used and the bath wiped dry.

Never allow solvents such as dry cleaning agents or paint strippers to come into contact with an acrylic bath.

Never use gritty or abrasive cleaners on the sanitary ware which can cause scratches and other damage.

The manufacturer of the bath (where fitted) recommends the use of an anti-slip mat when a shower is installed over the bath.

Bath pop-up wastes (where fitted):

The following is an extract from the bath pop-up waste manufacturer's instructions;

AFTERCARE INSTRUCTIONS

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.
All surface finishes will wear if not cleaned correctly, the only safe way to clean your pop-up waste is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners. **NOTE: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.**

Bristan recommend E-Cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (ORDER CODE: ECLOTH)

WCs

Please note that WC cistern valves should be checked periodically and maintained as described in the manufacturer's instructions contained in your home owner pack. We recommend that if you contact a plumber if you suspect that a WC valve has developed a fault.

Wash hand basin and bath taps:

The following are extracts from the Bristan manufacturer's aftercare instructions for the wash hand basins and bath (if applicable) taps;

Bristan Prism basin and bath mixer taps (cleaning and care):

AFTERCARE INSTRUCTIONS

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.

All surface finishes will wear if not cleaned correctly, the only safe way to clean your mixer is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners. NOTE: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.

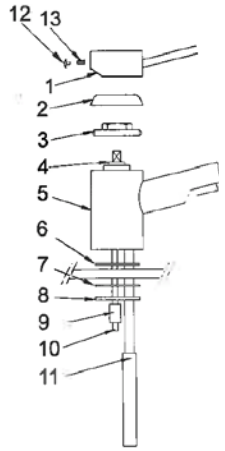
Bristan recommend E-Cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (ORDER CODE: ECLOTH)

Note: if your tap begins to drip then maintenance is required - please refer to the instructions contained in your hand over pack (extracts of which are also copied below. We recommend that the maintenance work on your taps is carried out by a qualified plumber.

Bristan Prism bath filler parts list and maintenance:

CONTENTS

1. Head	(x1)
2. Shroud	(x1)
3. Retaining Nut	(x1)
4. Cartridge	(x1)
5. Mixer Body	(x1)
6. Rubber Washer	(x1)
7. Rubber 'C' Washer	(x1)
8. Metal 'C' Washer	(x1)
9. Nut	(x1)
10. Threaded Rod	(x1)
11. Tails	(x2)
12. Cap	(x1)
13. Grub Screw	(x1)



MAINTENANCE

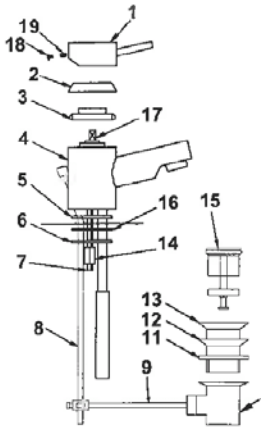
If the fitting begins to drip:

1. Turn off the water supply
2. Prise out handle cap (12), loosen grub screw (13) and lift off the head (1).
3. Unscrew shroud (2) and brass retaining nut (3) and lift out the cartridge (4) complete with seal.
4. Clean or replace cartridge, clean and grease seal and refit.

NOTE: That there are locating pins on the bottom of the cartridge that fit in Holes inside the tap, to ensure it is fitted the right way round.

5. Refit the handle and tighten the grub screw. Replace the lever.

Bristan Prism basin mixer tap parts list and maintenance:



CONTENTS

1.	Handle Head	(x1)
2.	Shroud	(x1)
3.	Retaining Nut	(x1)
4.	Mixer Body	(x1)
5.	Full Rubber Washer	(x1)
6.	Metal Washer	(x1)
7.	Threaded Piece	(x2)
8.	Operating Rod	(x1)
9.	Waste Rod	(x1)
10.	Bottom Waste	(x1)
11.	Washer	(x1)
12.	Washer	(x1)
13.	Top Waste	(x1)
14.	Nut	(x2)
15.	Plug	(x1)
16.	Rubber 'C' Washer	(x1)
17.	Cartridge	(x1)
18.	Cap	(x1)
19.	Grub Screw	(x1)

MAINTENANCE

If the fitting begins to drip:

1. Turn off the water supply
2. Remove/Prise out cap (18) then unscrew/loosen grub screw (19) with a 2.5mm hexagon key and pull off the handle head (1).
3. Remove valve cartridge (17).
4. Carefully clean seating, rubber washer and ceramic disc.
5. Replace valve cartridge and head and turn on the water supply.

Bristan Prism recessed thermostatic dual control shower valve (where applicable):

The following are extracts from the manufacturer's instructions for your dual control shower valves (where fitted);

Bristan Prism shower valve general cleaning instructions:

General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All surfaces will wear if not cleaned correctly, the only safe way to clean your product is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners.

Note: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.

E-cloth

Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist (order code: ECLOTH).

Bristan Prism shower valve cartridge maintenance:

Note- we recommend that all maintenance work on your shower valve is carried out by a qualified and experienced plumber.

Cartridge Maintenance
We advise that the shower valve is regularly serviced in hard water areas to maintain the flow of water.

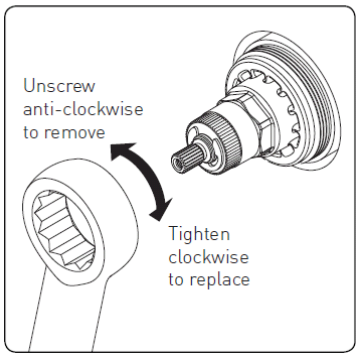
Isolate both hot and cold water supplies to the shower valve by either:

- Turning the water supply off at the mains stopcock or
- Turning off the isolation valves to the shower valve.

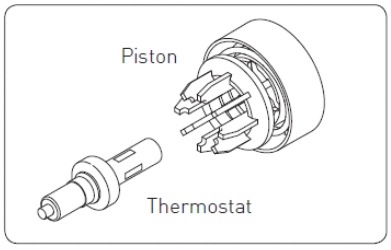
1. Remove the temperature handle and plastic stop.

⚠ **Important:** Take note of the position of the plastic stop and handle - They must be refitted in the same position.

2. Unscrew the cartridge anti-clockwise and remove from the valve body.



3. Remove the piston and thermostat assembly and place into a bowl. Carefully add hot water (just off the boil) and vinegar to de-scale. Leave in the solution until the water has cooled and rinse with clean water.



4. Grease the seals with a silicon grease supplied by Bristan (part number: SP-495-0002) and carefully refit.

5. Refit the temperature stop and handle. Reset the maximum temperature.

Bristan Prism dual shower valve operating instructions:

Operating the Shower

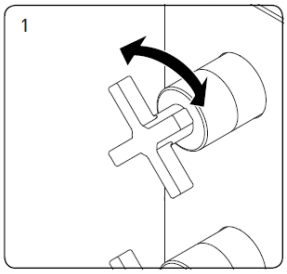
1. On / off control
Turn the handle clockwise to turn on and increase the flow of water.

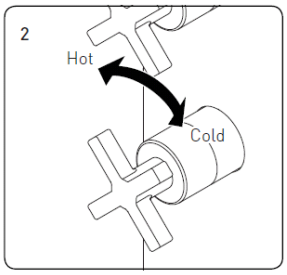
Turn the handle anti-clockwise to turn off the flow of water.

2. Temperature control
Adjustable temperature control.

Turn the handle clockwise for a cooler temperature.

Turn the handle anti-clockwise for a hotter temperature.





Bristan Prism dual control shower valve – adjusting the temperature:

The shower has been factory set to typically 42 degrees centigrade (this is a safety feature). It is possible to adjust the temperature setting and the 'installation instructions and user guide' for the Bristan thermostatic dual control shower valve contained in your hand over pack provides details. Please note we recommend that any adjustments to the temperature setting must be carried out by a qualified and experienced plumber and you should be aware that having the setting adjusted so that it can produce higher temperatures could have safety implications.

Kitchen sink and tap

Please refer to the kitchens section of this Home Owner's Information Pack for cleaning and maintenance instructions for the kitchen sink and kitchen mixer tap.

Isolating valves on pipework to taps

Please refer to the notes on isolation valves contained in the Kitchens section of this Home Owner's Information Pack for details of how to use isolating valves (where fitted).

Thermostatic mixing valve

A thermostatic mixing valve is fitted below the bath. It limits the hot water temperature at the bath tap to a maximum of 46°C. This is a building regulation requirement. Access to the thermostatic mixing valve is normally obtained by removing the bath panel.

The thermostatic mixing valve manufacturer's instructions recommended that you arrange for initial temperature checks to be carried out six weeks after occupation of the property, and then for an annual check to be carried out. This is to test the water temperature from the tap to make sure that the mixing valve is operating properly and to ensure the maximum limit of 46°C is not exceeded.

Hot Water Temperature (kitchen sinks and wash hand basins)

The hot water from your kitchen sink taps and wash hand basins can be very hot depending upon the boiler settings. The hot water can initially have a low temperature as cooler water sitting in the pipes is discharged but can then become hot suddenly. Appropriate care should be taken to avoid risks of scalding.

KITCHENS

Refer to the manufacturer's instructions for operating and cleaning of kitchen appliances, sinks, units and worktops. These are enclosed in your Home owners pack (also for your information typical extracts from kitchen instructions have also been included below).

Notes on kitchen appliances:

Cooker hood – Please refer to the manufacturer's instructions for operating, maintaining and cleaning instructions for the cooker hood (which are contained in your home owners pack, or are available for download from the manufacturer's website).

Please note the following important points which are applicable to all cooker hoods;

(a) There can be a fire hazard if the grease filters are not maintained as recommended in the manufacturer's instructions (the metal grease filter and the inside of the cooker hood must be cleaned at least once a month- or more often depending on the sort of cooking and if used more than 3 hours a day).

(b) Never leave gas hobs lit if not covered by a container- any accumulation of fats and other cooking residues in the filters may drip and catch fire from the heat from the 'open flame' hob.

(c) Do not cook under the cooker hood if the metal filters are not fitted- e.g. if you have them removed for cleaning.

(d) You must not produce flames under the cooker hood.

(e) Do not place anything on top of the cooker hood.

(f) Disconnect the appliance from the electricity supply before carrying out any cleaning or maintenance work.

<u>Connecting appliances – (where applicable)</u>

Electrical connections for cookers and other electrical appliances requiring wiring work should be made by a qualified electrician using the pre-fitted wiring and fittings installed for this purpose.

When fitting a dishwasher or washing machine, please ensure the blanked end of the waste pipe tee piece has been removed. Note – this is not applicable where a 'standing waste' pipe has been provided. Please also ensure that the water supplies and wastes are securely connected to the pipework.

Please also note that, where Scotia have not installed a washing machine but have left a space for one with a cold water supply adjacent to it, then the home owner is responsible for removal of the cap that has been fitted to the cold water washing machine valve – please ensure you remove this cap before making the water connection to your washing machine. Please also ensure that the appliance water supply and waste pipe is securely connected to the apartment's pipework before turning the appliance on.

Kitchen sink – care

The following is an extract from the kitchen sink manufacturer's after-care instructions:

After Care Stainless Sinks

Day to Day Care

Routine cleaning of your stainless steel sink is easy if the following simple procedure is followed After use wipe the bowl and drainer with a soft damp soapy cloth, rinse with clean water. In hard-water areas, an application of Jif will avoid any build-up of dull film of waterborne deposits. Although stainless steel is an extremely durable material and will withstand a great deal of hard use, it can be scratched by hard or sharp objects. If the surfaces are to be kept in a blemish free condition reasonable care should be taken when handling such items.

Discolouration and Heavy Staining

Staining of stainless steel in most cases is due to something being deposited on the steel rather than an attack on the material itself. The most common cause of staining is the build up of a thin film of water borne deposits on the sink surface, often first seen as a rainbow effect. The build up of such a film can be avoided by drying the surface of the sink after use as described above. However, should such a film appear, it can be readily removed with a soft damp cloth and Jif. To remove the film, apply the Jif neat and rub vigorously with a damp cloth along the length of the sink surface. After cleaning rinse thoroughly with clean water and dry. Wire wool products and ferrous water supply pipes can leave minute ferrous particles adhered to the sink surface. Since stainless steel under normal conditions does not rust, these particles can cause the appearance of small brown rust stains. These stains can be removed using the procedure described above.

CAUTION :

Certain household products contain substances which will attack the stainless steel surface, they are :

1. Bleaches :

Most common domestic bleaches contain Chlorine in the form of a hypochlorite. Chlorine attacks the microscopic Chromium Oxide film on the surface and can cause pitting of the surface. Bleaches should always be used in the prescribed strength specified by the manufacturers. Undiluted bleaches can cause pitting and staining of the surface and should be immediately rinsed off with plenty of clean water. All cleaning agents containing hypochlorites are unsuitable for use with stainless steel and, even highly diluted, can cause pitting under certain conditions. For this reason it is strongly recommended that the sink is not used for soaking clothes or cleaning clothes in hypochlorite solutions for long periods.

2. Silver Dip Cleaners :

These are particularly harmful since they contain strong acids which can cause discolouration and pitting. The first sign of this is an iridescent rainbow stain which turns an etched dull grey colour. Should any Silver Dip Cleaner come into contact with the surface of the sink it should be immediately rinsed off with plenty of clean water.

3. Corrosive Foodstuffs :

Fruit juices, damp salt, vinegar, readymade mustards, pickle and mayonnaise can cause pitting and corrosion if left in contact with the stainless steel surface for long periods.

4. Acids :

Sulphuric, Hydrochloric and other strong acids will cause pitting corrosion, as will photographic developing liquids. All should be immediately washed off with plenty of clean water if contact occurs.

Cleaning :

Always use a soft cloth. The use of coarse grit scouring powders or soap filled wire wool cleaning pads is not recommended, since both will mark the surface of the sink. Wire wool pads can leave tiny fragments of wire embedded in the surface and these can rust and leave small brown rust stains. Vigorous rubbing with a soft cloth, JIF, neat detergent, cleaning cream or liquid will remove these stains. Always remove wet cleaning aids (cloths, containers, etc.) from the sink surface after use in order to avoid the formation of water marks and rust stains.

Kitchen sink mixer (tap) – maintenance

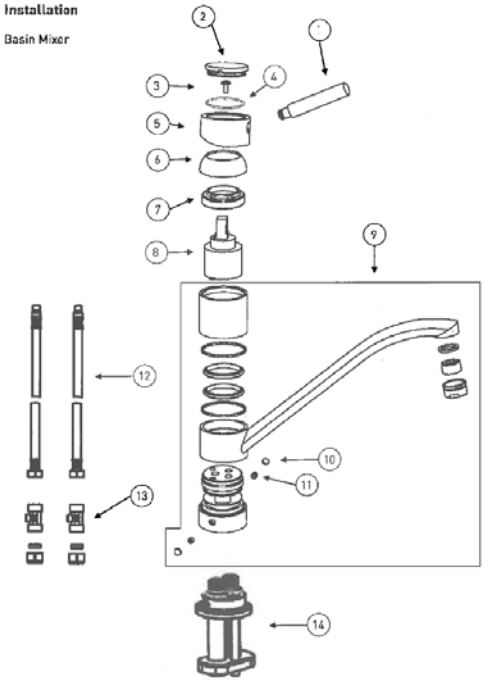
The following is an extract from the Bristan Ruby Kitchen Sink mixer manufacturer's instructions;

'Parts list' and maintenance notes:

BRISTAN

Installation

Basin Mixer



Maintenance

General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All finishes will wear if not cleaned correctly. The only safe way to clean your product is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bathroom cleaning products (powders and liquids) will damage the surface of your fitting, even the non-scratch cleaners.

Note: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.

Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (order code: ECLOTH).

If your fitting begins to leak the following should be carried out;

Isolate both hot and cold water supplies to the tap by either:

- Turning the water supply off at the mains stopcock or
- Turning off the isolation valves to the tap.

1. Remove cap (2) and o-ring (4), then using a suitable screwdriver, remove the screw (3).
2. Lift the handle body (5) up from the shroud (6) which can then be removed to reveal the cartridge retaining nut (7).

   NOTE: To access the cartridge (8) a suitable spanner will be required to remove the cartridge retaining nut (7).
3. Carefully clean the cartridge (8) and the tap body housing before re-inserting and testing.

If necessary replace the cartridge.

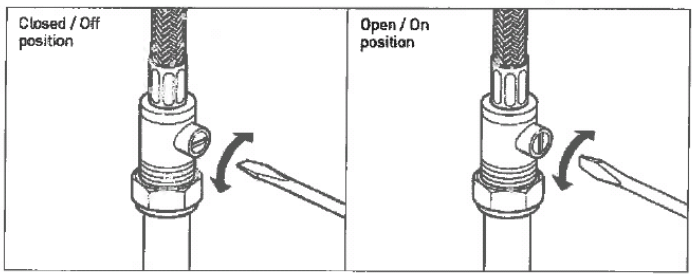
Please visit www.bristan.com/sparesfinder in order to find spare parts for this product.

6. Re-fit all of the removed components and turn on water supply.

1.	Handle Lever	x1	8.	Cartridge	x1
2.	Cap	x1	9.	Tap Body	x1
3.	Screw	x1	10.	Cap	x2
4.	O-Ring	x1	11.	Grub Screw	x2
5.	Handle Body	x1	12.	Flexible Connecting Tail	x2
6.	Shroud	x1	13.	Isolation Valve	x2
7.	Cartridge Retaining Nut	x1	14.	Easyfit Assembly	x1

Notes on isolation valves:

Isolation valves may have been fitted to your kitchen sink tap (and also may have been fitted to utility and bathroom taps) - these valves, where fitted, allow the water to be turned off to the tap only to allow maintenance work to be carried out on the tap (instead of shutting off the water to the whole apartment). The two diagrams shown below show the isolating valves in the closed and open positions.



Kitchen units and worktop care notes:

Please refer to the information contained in your home owners pack for information on the manufacturer's recommendations for kitchen unit and worktop cleaning and maintenance. We have also included some general notes below (note that not all of the following information may be applicable to your home depending on your house type and choices you have made for your kitchen);

Instructions for care and use

Cleaning your units

There are many substances in the home which are difficult to remove completely from certain surfaces after some time. Grease splashes and marks should always be wiped off immediately. All you need to clean your units, shelves, drawers and pull-outs is a slightly damp cloth with some liquid household cleaner or glass cleaner on it. It's important to dry them off with a soft cloth afterwards. If the cloth is too wet, residual moisture can enter the joints and cracks, causing your furniture to swell up and spoiling its appearance and function.

When cleaning the interior surfaces of your kitchen furniture, remember: **Never use scouring agents, furniture polish, floor polish, cellulose lacquer or artificial resin thinners, acetone or similar cleaners. Do not use steel wool or sponge scourers.**
In general the instructions of the particular cleansing agent manufacturer have to be followed. Usually they are found on the rear label of the cleansing agent. Cleansing agents which contain e.g. alcohol or spirit can damage the furniture surface.

Wooden fronts

Wood is a natural material. Its grain and colour make every kitchen unique. Variations in texture or colour, due for instance to the effects of exposure to light and sunshine, are characteristic of a natural product and are completely normal. No complaints will be considered on this basis.

The surfaces of real wood fronts are sealed with several coats of high-grade varnish. To clean them, simply wipe them in the direction of the wood grain, using a slightly damp cloth, to remove dirt particles from the pores. Splashes of fat or other stains should be removed immediately and must not be allowed to dry.

Dry the corners, profiles and edges of the fronts thoroughly to ensure no moisture remains.
In general the instructions of the particular cleansing agent manufacturer have to be followed. Usually they are found on the rear label of the cleansing agent. Cleansing agents which contain e.g. alcohol or spirit can damage the furniture surface.

Wood is a living material which reacts to constant exposure to very damp or very dry air. Despite careful varnishing, it will expand or contract. That's why it is important always to switch on the extractor when cooking or to ensure there is an adequate supply of fresh air.

Synthetic and lacquered fronts

A soft cloth and warm water containing a little washing-up liquid will normally suffice to clean the various fronts. Solvent-based cleaners, abrasive cleaning agents, micro-fibre cloths and steam cleaners must not be used in order to prevent damage.

Particularly stubborn stains on **synthetic fronts**, such as paint or adhesive residues, can be removed with a standard commercially available cleaner for plastics. It is advisable to test the cleaner in a hidden corner first.

Fronts with "**matt" resp. "satin surfaces**" require a cleaning agent and care product which can be purchased via your kitchen dealer. Apart from that the same details apply as for laminate fronts.

Fronts with **lacquered resp. high gloss lacquered** surfaces require a care product for the gentle, deep-cleansing care and refreshment which can be purchased via your kitchen dealer. Apart from that the same details apply as for laminate fronts.

It is not always possible to avoid minimum spots and pock marks and slight trepidation of the surface conditional of manufacturing on **high gloss lacquered fronts**. These characteristics comply with the delivery standard and cannot be accepted as reason for rejection.

Attention:
Following points should be considered for the cleaning of these fronts: stains and splashes of grease, etc. must be removed immediately with plenty of water, possibly using a standard commercially available, non-abrasive household detergent, particularly if the stains have been caused by strongly coloured substances or liquids. The stains must not be allowed to dry! Residues can be brushed off with a hot solution of soft soap and a washing-up brush or nailbrush. Soapy esidues must then be wiped off with lukewarm water and dried with a chamois. It may be impossible to completely remove stains due to substances which have dried up or which have remained on the surface for any length of time.

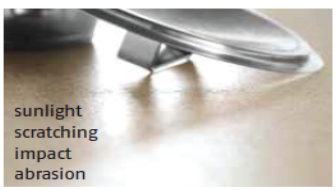
In general the instructions of the particular cleansing agent manufacturer have to be followed. Usually they are found on the rear label of the cleansing agent. Cleansing agents which contain e.g. alcohol or spirit can damage the furniture surface.

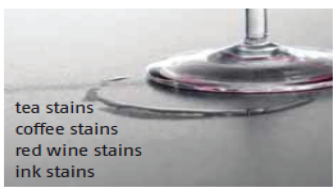
Duropal worktops:

DUROPAL WORKTOPS – HIGHLY RESISTANT TO...*

Melamine resin is the hardest of all synthetically produced organic materials. This is the reason for the high scratch and wear resistance of Duropal–HPL. The high impact resistance of the material is due to the elasticity of phenolic resin. These properties also explain the high resistance of HPL to chemicals and heat. Burning a cigarette on the surface of HPL is one of the quality tests specified in BS/EN 438, which also determines all the other qualities important for the user. However, the bottoms of saucepans and ovenware can become extremely hot and we recommend using a protective pad.

* Conforming to BS/EN 438





CLEANING AND CARE INSTRUCTIONS

There's nothing easier than cleaning and caring for Duropal Worktops.
A major advantage of Duropal Worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with hard bristles (but not wire brushes) may also be used.

Light stains/dirt	**Cleaning method**
	dry or damp paper towels, a cloth or sponge
Normal stains/dirt	**Cleaning method**
e.g. fat, oil and dirt particles, fingermarks, lime deposits, rust, juice, coffee, tea, wax, blood, universal marker, etc.	cloth or soft nylon brush and washing powder, soft soap, toilet soap or washing-up liquid. If necessary, leave for a while and then rinse thoroughly with clean water.
Heavy stains/dirt	**Cleaning method**
e.g. discolouration through long exposure to tea, coffee, fruit juice, etc.	with washing powder or household bleach (but do not repeat too often)
e.g. lead pencil, felt-tip pens, marker and ball-point pens, lipstick, crayons, wax, shoe polish, nicotine, nail varnish.	with an organic solvent such as acetone (nail varnish remover), methylated spirits, petroleum spirit, perchloroethene. Read the manufacturer's instructions carefully!
e.g. paint (water or solvent based paints, two-component paints, spray paints), varnish stains, printing ink	with water or an organic solvent. Remove two-component paints immediately.
e.g. adhesives (water-based, dispersion)	with water or organic solvent
e.g. two-component adhesives, urea resin, melamine, phenolic resin	remove immediately. Do not allow to harden!

Please do not cut or chop directly on the worktop surface – always use a chopping board or worktop saver.

Always place hot pans, ovenware and irons on a trivet or protective pad to protect the surface from the intense heat which can cause damage to the worktop if placed directly on the surface. The use of abrasive cleaners and pads, corrosive or aggressive cleaning agents should be avoided as they will have a detrimental effect on the worktop surface.

The use of PVC aprons may possibly affect the durability of the HPL on the post-formed edge of worktops. This could lead to premature wear in high traffic work areas such as in front of the sink and hob.

Kettles, coffee machines, fryers and any other heat or damp source should not be positioned directly over worktop joints. Constant changes in temperature could cause the joint to move and eventually fail.

Cuts and scratches will be noticeable on dark decors and gloss finishes.

Built-in appliances

Cooking should be fun and easy to do. Today's kitchen appliances are designed with that in mind. Modern built in ovens therefore have easy cleaning systems, such as activClean or an activated charcoal filter. Pyrolysis and catalysis are other technical terms you may come across in this connection. As there are a great many different systems on the market, it is advisable to read the electrical appliance manufacturer's operating and care instructions carefully and to follow the advice offered.

Heat, steam and humidity

... will damage your kitchen furniture by repeated contact. Your kitchen has already been provided at the factory with various protective covers to protect your kitchen furniture from steam, heat and moisture. Even so, it is essential for you to take care not to allow steam and heat from the oven or dishwasher or from smaller appliances such as the kettle or egg boiler, coffee machine and microwave to come into direct contact with the furniture.

To prevent this, it is advisable to switch on the extractor whenever you are cooking and to avoid leaving the cooker or dishwasher lid at an angle after use, as the escaping heat and moisture may cause furniture nearby to swell.

When using and cleaning, please remove any humidity and wetness quickly. Only by doing so the furniture can be long-term protected from water damage.

The room conditions should be adjusted to the particular situation by ensuring an adequate supply of fresh air if necessary (e.g. 20 °C / 65 % relative humidity).

Traces of use

The used materials with their attributes correspond to the respective standards and guidelines of kitchen furniture.
However individual traces of use cannot be avoided in the course of time.
Especially worktop surfaces as well as carcase and interior shelves are endangered.
That applies to surfaces in laminate as well as glass, veneer, lacquer etc.
For example when unglazed ceramic faces (cups, plates, bowls) are shoved on these surfaces, scratches and scouring marks can occur which cannot be removed anymore.

General notes on kitchen units:

Kitchen furniture – especially the moving parts – is subjected to high loads in the course of time. For your own safety, check whether individual parts may have loosened and become insecure. In many cases, nothing more will be needed than to retighten a screw.

Different materials with the same colour name, depending on the light source and intensity can give the impression of an altered hue. Colour uniformity within the industry tolerances may be allowed only with the choice of the same materials. Thus, the texture and colour can be adjusted to the optimum. With natural materials (wood, glass) depending on the type, a colour differences can appear.

Over time colour changes can appear when exposure to sun and light. This includes all surfaces. The more natural a surface is the more sensitive it is to outside influences.

Safety precautions

Always observe the appliance manufacturers' instructions for your own safety, both during installation and in everyday use.

Despite all the technical and structural precautions taken, it is impossible to exclude certain risks of injury entirely. Particular attention should therefore be paid to the safety of children: fingers may become jammed in drawers and doors. Children may also use drawers or handles to climb on. Remember that they can bang their head against the worktop or accidentally reach onto a hot hob. Always check whether additional safety precautions are needed for your purposes in the kitchen, such as locked cabinets, childproof drawers, a special guard round hobs or protection to prevent injury on sharp edges and corners. Miscellaneous accessories to increase safety are available from specialist kitchen retailers.

Glass splash back to hobs- care and maintenance notes:

A glass 'splash back' manufactured by Intaglio Glass and Design may have been fitted behind your kitchen hob. The following is an extract from the manufacturer's iCoat Colour Care and Maintenance instructions for this splash back;

iCOAT colour is resistant to heat but should not be directly exposed to open flame.

iCOAT colour is a modified Acrylic Polyurethane specially designed for the decoration of Glass. The coating is classified as non-yellowing and only proven light-fast exterior quality pigments are used.

Adhesion of the paint coating to the glass is achieved through a chemical bonding process which in turn guarantee's the adhesion to the glass surface.

Under normal climatic conditions the finish is guaranteed to maintain its original appearance and integrity for a period of 10 years in an internal application.

Some small degree of fading or tone variation may be experienced with particular combinations of colour depending on intensity of UV exposure.

Warranty Conditions

1. Only neutral cure products or non-acidic silicone may come into contact with the coated glass surface.
2. Solvents, such as paint thinners, white spirit, acetone etc, should not be used to clean the glass, as any contact with the coating may cause de-lamination.
3. Although iCoat is water resistant, it is not designed to be submerged in water. Any such application would render the warranty invalid.

Ongoing care should be taken when using glass as a work surface. Metal objects such as knifes, keys or rings etc, can cause severe scratching to the glass surface.

Cleaning should be carried out using a non abrasive or soft cloth.

EXTRACTOR FANS

General Notes on Ventilation Fans –

Ventilation fans allow you to remove excess moisture to the outside air.

The fans are controlled through the light switch for the room in which they are located. They may have integral timers which means they continue to run for a fixed period of time after the light switch is turned off. They may also have humidity control which means the fan may operate automatically when there is excess moisture in the air and will switch off when the moisture content is reduced to normal levels.

Typically the extract fan located in the bathroom will be humidistat controlled because this is the room in the house which is designed for drying clothes (refer to the 'Ventilation and avoiding condensation' section later in this document for more information).

Electrical isolator switches (where applicable) for the extractor fans should normally be left in the on position to ensure that your home is protected from a build up of moisture. Failure to use the extractor fans as they have been designed to be used may result in a build up of condensation and/or mould, and may affect your warranties.

Before carrying out any maintenance or cleaning work on the fans you should refer to the manufacturer's instructions contained within your home owners pack. A qualified electrician should be employed to carry out any maintenance work on your ventilation fans (apart from general cleaning which can be done by yourself as long as you follow the procedures for cleaning as noted in the manufacturer's instructions).

The following notes provide more information on the extractor fans installed in your home;

Greenwood Airvac Extractor Fans

Typically, (depending on your house type) Greenwood Airvac Select 100 AXS100 extractor fans will have been fitted in your utility room (where applicable) and Select 100 AXS100HT (humidistat timer) extractor fans will have been fitted in your bathroom. Also Greenwood R90 extractor fans are typically used in toilets and the like.

Picture of a Typical Greenwood Airvac Select 100 extractor fan;

Please refer to the manufacturer's instructions contained within your home owners pack for more information on these units. We have also listed below, for your convenience, some notes abstracted out from typical manufacturer's instructions for this extractor fan (this is from the Greenwood Select 100 instruction booklet- other fans have similar instructions):

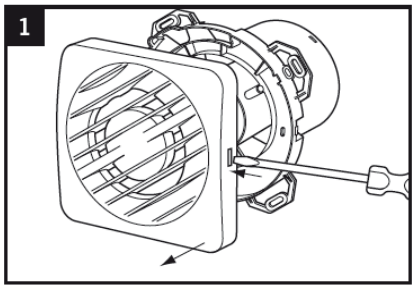
A. Always isolate the fan from the mains electricity before cleaning it.
B. Do not use solvents to clean the fan.
C. Wipe the front grille (the internal grille) clean using a slightly damp cloth avoiding getting any water into the internal fan unit. If removing the grille to wash it, you must ensure that it is fully dry before re-fitting.
D. Cleaning and servicing – extract from manufacturer's instructions;

TO CLEAN OR SERVICE FAN

The only user servicing required with this fan is the removal and cleaning of the front grille.

- Remove one piece Internal Grille using screwdriver. Push in to free catch then twist to remove grille.
- The fan may now be cleaned using a brush or damp cloth. DO NOT IMMERSE IN WATER.
- After cleaning replace Internal Grille by pushing home.

WARNING: Always isolate fan from mains supply before cleaning. Do not use solvents to clean this fan.



Remove one piece Internal Grille using screwdriver. Push in to free catch then twist to remove grille.

E. When re-fitting the internal grille ensure no wires are trapped.

Kitchen Extractor Fan (Cooker Hood)

Your kitchen extractor provision is provided by the cooker hood which removes moisture and odours from cooking to the outside air. Please refer to the notes contained under the Kitchen section above for more information.

Vent-Axia LuminAir fan & light

Some houses (where applicable) have a Vent-Axia LuminAir extractor fan over the en-suite shower. This unit provides an extractor fan and a light in one ceiling mounted fitting which is protected by a safety isolating transformer normally located in the attic space above the unit. The luminaire has a 20 watt lamp which has a long life and is easy to change. This fan is controlled by the light switch located on the wall in the bedroom.

Picture of a typical LuminAir combined fan and light;

Please refer to the manufacturers instructions contained within your home owners pack for more information on this unit. We have also listed below, for your convenience, some notes abstracted out from the manufacturer's instructions;

A. The electrical supply to the LuminAir fan/light is 12V AC SELV (Safety Extra Low Voltage) from the mains transformer controller and lighting transformer. This allows the Luminair fan/light to be installed within reach of a person using a shower. However, direct water spray on the LuminAir should be avoided as this could reduce the life of the unit.
B. Cleaning the LuminAir. Before cleaning the LuminAir it must be isolated from the electrical supply. The bezel can be removed and washed by hand in warm soapy water. Ensure the bezel is dry before re-fitting. The lamp housing can be wiped with a damp cloth before pushing the Bezel back on the lamp housing. Leave to dry before turning the electricity back on to the unit.
C. Lamp replacement. Before removing or replacing the lamp isolate from the electricity supply. The LuminAir is specially designed for use with the supplied 12V dichroic flood lamp rated at 20W. The lamp is a straight push in/ pull out type. When removing/replacing the lamp any twisting movement of the lamp should be avoided.

VENTILATION AND AVOIDING CONDENSATION

Condensation will be a problem in all new houses if adequate background heating and ventilation is not used. All new homes need 'running-in' and we recommend that you read carefully the section within the NHBC booklet 'Guide to your new home', subtitled 'Reducing Condensation'.

Most windows are fitted with "trickle" ventilators at the top of the window. These can be opened or closed to allow more or less trickle ventilation. We recommend that, particularly during the 'running-in' period, the "trickle" ventilators are left fully or partially open to maximise the fresh air entering your home.

The following are general guidelines for your information.

To deal with condensation, take these two steps:

1. **Produce less moisture**

Ordinary daily activities produce a lot of moisture very quickly:

Cooking: To reduce the amount of moisture in the kitchen, cover pans and do not leave kettles boiling, open a window to allow excessive amounts of steam to be ventilated to the outside.

Washing clothes: Put washing outdoors to dry if you can. Alternatively, please dry the washing in the bathroom (which is designed to accommodate drying clothes) with the door closed – the humidistat function of the extractor fan will help to remove the moist air to the outside (also if weather conditions permit – the bathroom window can be opened). If you have a tumble dryer, ventilate it to the outside (unless it is the self-condensing type). D.I.Y. kits are available for this.

Drying clothes on radiator-mounted airers or on airers in rooms other than the bathroom may lead to excessive internal moisture.

2. **Ventilate to remove moisture**

You can ventilate your home without making draughts.

Some ventilation is required to expel the moisture, which is produced all the time, mostly just by normal breathing of occupants. Keep a small window ajar or a trickle ventilator open when someone is in the room.

You need much more ventilation in the kitchen and bathroom during cooking, washing up, bathing and drying clothes. This means opening windows to assist in the ventilation of moisture to the outside and ensuring that the extractor fans are in full working order.

Close the kitchen and bathroom doors when these rooms are in use. This helps prevent the moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.

TELEVISION INSTALLATION

A television aerial socket has been provided within the Living Room and, depending on specification, other rooms (specific room may depend on house type, please refer to plans). Your individual alterations may have requested additional points or a 'returned' signal to additional points in other rooms. An aerial amplifier has been installed in the garage alongside the electrical consumer unit and aerial cable run to the attic space. It is your responsibility to arrange for the supply and installation of a suitable aerial and to make final connections.

TELEPHONE INSTALLATION

The main incoming telephone line point (master point) is normally located in the living room (specific location depends on house type, please refer to plans). The telephone connection point is compatible with any BT approved phone.

It is your responsibility to arrange connection to your chosen telephone service provider and arrange final connection of secondary socket wiring to the master point.

WINDOWS AND FRENCH DOORS

Your home has white inside/ grey outside Camden Group side and top hung casement outwards opening windows and outwards opening French doors (where applicable to your house type), all supplied by International Doors and Windows, Aberdeen.

The windows are fitted with lockable window handles to all ground floor windows and standard (non-locking) handles to all first floor windows (where applicable).

A key is supplied to operate the lockable handles and care should be taken to prevent damage to the handle by trying to force it open when lock is engaged.

The first floor handles are non-locking (no removable key) to comply with the requirements of the Building Regulations in respect of emergency fire escape. However, the Building Regulations recognise that individual home owners may want to fit additional locking mechanisms to first floor windows after they have moved in to their new home (for example where there are small children in the room) and if you wish to install any of the large variety of 'child restrictor catches' or any other additional locking mechanism that are available to your first floor windows then please note that they must be a 'quick release' type (without a key which might be lost) - a type which does not hinder escape through the window in the event of an emergency. The restrictor must also be suitable for the type of window and we also recommend that they are fitted by a skilled tradesman and that particular care is taken to ensure that they are fitted strictly in accordance with the restrictor catch manufacturer's instructions. An incorrectly fitted additional locking mechanism can damage the window and lead to window guarantee problems. Advice can also be obtained from the window supplier (refer to the Schedule of Materials for contact information).

Notes regarding glass coatings:

To comply with the building regulations all double glazed units installed in your home will have a low emissivity coating. Low emissivity (Low-E) glazing is a vital component of an energy efficient window or French door. It has a surface coating that allows short wavelength heat from the winter sun to enter your home through the glazing, while reflecting back into the room the long wavelength heating produced by your heating system. This reduces heating costs and minimises internal condensation. Please note that this Low-e coating has considerable advantages but you should be aware that there are some minor features, due to the coating of the glass, which you can see in some or all of the following ways;

- As a tint in the glass
- As a 'haze' when viewing through the glass at some angles and in some lighting conditions
- By the appearance of condensation on the outside of the glass under certain weather conditions (which is positive proof that the glass is preventing heat loss from your house)

- There may be minor blemishes visible arising from the coating process and the tint may also change between individual double glazed units if the units are made from different batches of glass. These are not detrimental to the functioning of the unit and are not a defect.

Please note that if you are replacing any of your double glazed units in the future you should ensure that your glazier uses low emissivity glass in your windows.

Notes regarding glass specifications (safety glass):

In addition to the note regarding Low-e coatings above, you should also be aware that certain windows may have either laminated or toughened safety glass installed. This 'safety glazing' is installed to comply with the Building Regulations.

Any future replacement glazing units should be to the same specifications as originally fitted. Any competent glazier will be able to identify the glazing specification used and you should ensure that lower specifications are not used.

It should be noted that windows with safety glazing have characteristics inherent to the nature of the product and its production process. Specifically you may find that the windows fitted with safety glass are heavier. In addition while all double glazed units use 'processed glass' (and are subject to an amount of imperfections occurring during the manufacturing process) safety glass is more prone to these minor visual imperfections. An example of this is that when toughened safety glass is being manufactured it is heated to extremely high temperatures, creating micro-tears which on cooling add strength to the glass. This process can result in small imperfections or visual distortions forming on and in the glass- these are not usually noticeable under normal viewing conditions but may be evident under close inspection. They are, however, an acceptable characteristic of the finished product and are not recognised as a defect in the glass itself. Laminated glass, which is manufactured from several layers, has similar characteristics and it can also be subject to minor blemishes and imperfections which is a consequence of the manufacturing process and is not a defect.

Safety Note-Maintenance and Cleaning;

Care should be taken when opening and closing your windows for cleaning and maintenance- never lean out of the window or stand on a chair or other possibly unstable platform to reach the top of the window – use a suitable pole extension when cleaning the glass and window.

Think Safety Act Safely

Note regarding open out French doors (where fitted);

We recommend that your French doors are not left open in windy conditions because the wind can catch the door leafs and either damage them by blowing them against the adjacent wall or slam them closed damaging the surrounding frame or the door ironmongery.

Note regarding external sealant to windows and doors;

The windows and, if applicable, French doors (and other external doors) have an external polysulphide sealant bead between the uPVC frame and the external render bead. This sealant bead is designed to provide a tough weather-tight seal to these joints. The sealant beads should be inspected at least once a year and if any signs of deterioration of this bead are found it should be repaired or replaced with an equal specification exterior polysulphide sealant.

General Cleaning and Maintenance Tips for Windows and French Doors

Glass may be cleaned with either a proprietary household glass cleaner (following the manufacturer's instructions) or a mild, neutral pH, diluted detergent. Glass can be easily scratched, therefore ensure heavy grime or dirt is removed carefully using soapy water.

uPVC frames should be cleaned every 3 months with a soap or washing up liquid and warm water solution.

A non abrasive proprietary cleaner suitable for plastic may be used for more stubborn blemishes following the manufacturer's instructions.

Avoid using solvent based or acid based detergents or abrasive cleaners as these will damage the uPVC frames and glass.

At least once a year lubricate or oil all moving parts & locking points, using only clean and non-resinous grease or oil.

Check all components for looseness or wear. If necessary tighten screws.

Please refer to the Camden Group Product Maintenance and User Guide (contained within your Handover Pack) for more information on maintenance and also for information on operating your windows and French doors (where applicable). Camden'sguide covers their whole range of products, however, as well as providing you with a full copy in the handover pack, we have also copied some of the more relevant parts from the handbook in the following section for your convenience.

Extracts from the Camden Product Maintenance and User Guide

A full copy of the Camden Group Product Maintenance and User Guide is included in your hand over pack and copied below are extracts from the guide relating to their windows;

Product & Cleaning Maintenance
Glass

- Glass can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a soft cloth or sponge
- Glass may also be cleaned with household-brand glass cleaning products (please ensure that any dirt build up is removed first with water and soap based solution)
- Units featuring georgian bars or laminate/toughened glass can be cleaned in the same way as listed above
- Do not use abrasive pads or strong solvents to clean your glass, as this may result in scratches or damage to the surface
- Glass may be easily scratched; please remove sharp jewellery before cleaning
- Avoid allowing splashes to dry on the glass, as this may leave smears/marks
- Ensure that glass is cleaned frequently on both the inside and outside of the window

Product & Cleaning Maintenance
General Maintenance

Drainage
Frames are manufactured with an in-built drainage system (slots that allow water build up to flow to the outside); please ensure that these slots remain unblocked.

Weatherseals
Please ensure any weatherseals fitted to your frames do not become dislodged during cleaning. If this occurs, please slide the seal back into place.

Ventilation
Windows can be fitted with trickle ventilation at the top of the frame, allowing you to control ventilation and minimise condensation. These can be opened/closed by hand and do not require maintenance.

Condensation
This is a natural occurance within the home, for example cooking and bathing causes enhanced condensation on windows. This can be reduced by:

- Fitting energy efficient double or triple glazing
- Ensuring extra ventilation within the home, for example: opening windows, installing extractor fans, closing kitchen and bathroom doors when in use, and installing night vents/door grilles in bedrooms

Please note: energy efficient glass helps reduce condensation inside the home, but may be apparent on the outer pane of glass. This is a natural occurrence and is evidence that your energy efficient glass unit is working by preventing your home from losing heat.

Security
In addition to the high-spec security hardware fitted to windows and doors, you should also ensure that windows are closed and locked when you leave the house.

Product & Operation Guide
Casement Window

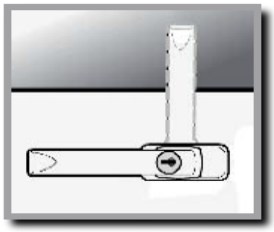
Product
Casement windows can feature either a top hung or side hung opening sash. The sash opens outwards and is held in place by hinges.

Locking is achieved via a range of mechanisms on the sash and outerframe (cams, keeps) that are operated and engaged by the window handle.

For ventilation, the outerframe may feature keeps that allow the window to remain slightly open whilst maintaining safety and security.

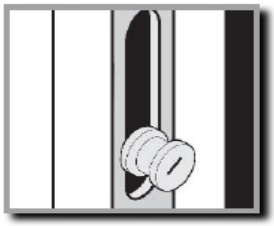
Handles can be locking or non-locking (*locking handles come with keys - please be careful not to lose these*).

Locking System
To operate the window's locking system:



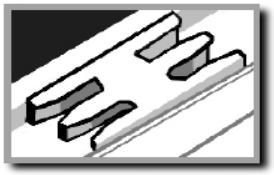
1) Unlock handle (*where applicable*)
2) Push-in locking button
3) Rotate handle 90° to disengage the locking
4) Push open window

Maintenance Information
To help maintain your window hardware, please take the time to carry out the following:



Handles
Clean and oil moving parts when required

Keeps
Lubricate slots when required



Cams
Oil all pivot points when required (*wipe away any excess oil*)

Product & Operation Guide
Casement Window

Hinges
Oil/lubricate hinges occasionally for maximum performance and longevity

Espag Lock
Lubricate slots when required. Clear mechanisms of any dirt or debris that may have built up

PROVISION FOR A GROUND FLOOR SHOWER

Some 2 storey house types include provisions for the installation of a shower on the ground floor of your home if you should need one at any point in the future (unless you have asked for a ground floor shower to be installed as a client upgrade).

In most instances the location identified for this future accessible shower is in the cupboard next to the ground floor toilet. Where provision has been made for a possible future shower a 100mm diameter drainage pipe has been installed under the floor to suit a future shower - it is installed with a cap just under the top of the concrete floor and it is connected into your home's drainage system.

If you decide to install a shower in this location in the future please note that depending on the type of shower you are considering using, we recommend that you consult a qualified heating engineer as your hot water system may need upgraded to accommodate the shower. Please ensure that all plumbing and electrical works are carried out by competent tradesmen.

OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION

The Consumer Control Unit for your property is located, typically, in the garage. It contains labelled main isolator, RCDs and circuit breakers or "trip switches".

This is a device that controls the electricity supply to your home, splitting the incoming electric supply into various electrical circuits around your home.

The consumer control unit contains Main Switch, RCBOs (Residential Current circuit Breaker with Overload protection), RCD (Residual Current Device) and MCBs (Miniature Circuit Breakers). The main switch is normally 'ON'. In order to isolate all supplies, switch to 'OFF'.

There are two RCDs in your consumer unit. Each RCD protects a section of the consumer unit. They are designed to 'trip' when there is an electrical leakage to earth thereby giving protection to personnel. An RCD would normally trip before an MCB.

These circuit breakers and RCDs are all designed to trip if there is a fault in a circuit, or if a faulty appliance is switched on. This helps to prevent serious accidents that may result in damage and injury. Under fault conditions these will be in the 'tripped position'.

We recommend that the electrical installation in your home is inspected and tested at intervals not exceeding every 10 years.

IF AN ELECTRICAL CIRCUIT FAILS

A circuit may trip OFF. If this happens, you should follow the procedure set out below.

1. Check with the aid of a torch whether the RCD (mid position) or MCB (fully down) is in the OFF position.

2. Switch RCD (press down then push to the fully up position) or MCB to ON position.

3. If the RCD does not re-set, switch off all the MCBs, re-set the RCD then switch on each MCB individually until the faulty circuit is identified.

4. To identify the cause of the fault switch off all appliances in that circuit, re-set the RCD and MCB, then switch back on each appliance until the defective appliance is found.

Over-filling kettles, irons etc. can cause this type of fault.

N.B.

It is important to ensure that the bulbs used in light fittings do not exceed the rating for that fitting.

NOTE: Electricity is dangerous and can kill. If you are unsure of any aspect of your electrical installation, please consult a qualified electrical contractor.

SMOKE, HEAT & CARBON MONOXIDE DETECTORS/ ALARMS

Depending on your house type, your home is fitted with smoke detectors in the living room (or dining area) and the ground and, where applicable, first floor halls. Also a heat detector has been fitted in the kitchen area and a CO (Carbon Monoxide) alarm has been fitted in the vicinity of the gas fired boiler (in the garage). These alarms are mains operated with battery back up and connected to bedroom lighting circuits. The smoke detectors are extremely sensitive to smoke and dust particles of any kind and can be activated by the likes of burning toast. The heat detector in the kitchen is less likely to cause 'false alarm' problems as it is not responsive to any type of smoke or fumes, only heat such as generated by a chip pan type fire (but not from smoke caused by burning toast or similar). The CO detector monitors Carbon Monoxide levels and its alarm will activate if safe levels are exceeded.

You must read and fully familiarise yourself with the instructions for the smoke, heat and CO detectors. Copies of the instructions are contained in your home owner pack and are also available for downloading from the manufacturer's website - the instructions contain vital information on the operation and maintenance of your detectors.

If any of the smoke detectors are activated you should check the property and, if no reason for its activation is found, it could be a nuisance alarm caused by cooking smoke reaching one of your smoke detectors or something similar. If this occurs, open a window to clear the smoke or dust and the alarm will cease and test/ maintain the detector as described in its instructions.

If the heat detector activates you should follow the advice contained in the heat detector instructions.

If the CO alarm activates please carry out the instructions contained in your carbon monoxide alarm instructions. Depending on the type of CO alarm fitted these

instructions typically include the following - ventilate the area, turn off appliances, evacuate the property, get medical help for anyone suffering from the effects of CO poisoning, ring your gas supplier or other supplier on their emergency number, do not re-enter the property until the alarm has stopped (if the alarm has been silenced by pressing the Test/Hush button, wait at least 5 minutes to allow the alarm to check that the CO has cleared). Do not use the fuel burning appliance(s) again until they have been checked by an expert. In the case of gas appliances this must be a Registered Gas Installer.

To reset or to test the smoke, heat and CO detectors follow the manufacturer's instructions as enclosed in your Handover Pack.

The back up batteries should be changed as recommended by the manufacturer and an intermittent beep normally indicates that the battery needs to be replaced. The CO detector sensor module typically must be replaced after 5 years of operation (refer to its instructions).

EXTERNAL DOORS

The external doors fitted to your home are GRO composite doors manufactured by Camden and supplied by International Doors and Windows, Aberdeen.

General Cleaning and Maintenance Instructions;

All ironmongery should be cleaned on a regular basis using warm soapy water. Do not use abrasive or corrosive material to clean the ironmongery as this will damage the finish to handles, letter plate, eye viewer, chain and rain deflectors.

Glazing can be cleaned with warm soapy water, avoid using anything which may scratch the glass.

The multi point locking system should be lubricated with WD40, or a similar product, on a regular basis to ensure the smooth operating capabilities of the cylinder, handle and the locking mechanism.

The weather sill at the base of the door should be kept clear of debris to allow the drainage holes to function.

The rubber gaskets in the sill and door frame should also be checked periodically for damage and replaced as required.

Extract From the Manufacturer's Products Maintenance and User Guide;

In addition to the general notes above a copy of the relevant part of the manufacturer's product maintenance and user guide is copied below;

Product & Operation Guide
Composite Door

Product
Composite doors feature a door slab that can open either inwards or outwards (depending on the style of your home).

Locking is achieved via a range of high-security mechanisms on the door slab and outerframe (latch, mulit-point locks and deadbolts) that are operated and engaged by the door handle; this can either be a lever/lever or lever/pad handle.

Locking System
To operate the door locking system:
1) Close door
2) Lift handle upwards to engage locking
3) Turn key until locking is completed

Maintenance Information
To help maintain your composite door hardware, please take the time to carry out the following:

Handle
Clean and oil moving parts when required

Hinges
Oil/lubricate hinges occasionally for maximum performance and longevity

Cams
Oil when required (*wipe away any excess oil*)

Locking Mechanism
Oil/lubricate when required

GARAGE DOORS

A Garador retractable garage door has been fitted to your garage (where applicable). Please refer to the Fitting, Operating and Maintenance instructions for this door contained in your hand over pack (copies of which can be downloaded from the Garador website) for operating and maintenance information and note also the following important points;

- The garage door should be maintained in accordance with the manufacturer's instructions.
- Always keep the swivelling and opening area of the door clear and make sure neither persons, children in particular, nor objects are located within the door's area of travel
- Operation of the during heavy winds may be dangerous
- Have a specialist inspect and maintain the door at least once a year
- Have the door tension springs replaced after approx. 25,000 door cycles.

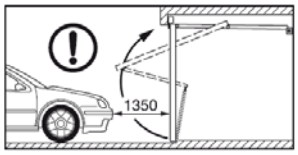
Extracts from manufacturer's operating instructions;

⚠ WARNING

Door travel

There is a risk of injury in the door's swivelling and opening area.

- When in operation, make sure that neither persons, children in particular, nor objects are located within the door's area of travel.
- Keep a safe distance of 1350 mm away from the door.



Opening and closing

There is a risk of injury when opening or closing the door improperly.

Manually opening:

- Only open the door with the exterior handle or interior handle, never with the lever arm or the cord knob.
- Always slide the door fully into the end-of-travel position and wait until the door has come to a stop.

Manually closing:

- Only close the door with the exterior handle, interior handle or the cord knob, never with the lever arm.
- Make sure that the locking engages correctly.

INTERNAL DOORS

Internal Doors- General Notes

Handles should be cleaned with a soft non abrasive cloth and for stubborn stains mild soapy water may be used. Care should be taken to avoid scratching surface of handles.

The mechanism of the handle should be lubricated once a year with a light oil.

Hinges and latches/locks should be lubricated on a regular basis with WD40 or similar product.

House/ Garage Door (where applicable)

If you have an internal door connecting your house to the garage (this is only applicable to some house types) please note the following;

The house/ garage door is a 'fire door' – a fire rated 'self closing' door to comply with the building regulations. The door closing mechanism fitted to the door must not be disconnected or removed or otherwise restricted as its function is to ensure that the door closes by itself in order to maintain fire security between the house and the garage.

Just as with any similar life saving product, a fire door should be regularly checked to ensure it is functioning properly. It is just as important as testing a smoke alarm or checking the pressure of a fire extinguisher.

It is therefore important that you inspect and maintain the fire door regularly to ensure that everything is in working order. The operation of the door closer, the integrity of the fire and smoke seals and all ironmongery fitted to the door should be checked periodically and repaired if any defect is found. We recommend that periodic checks should be carried out at least once every six months and where the door is heavily used it should be checked at least every three months. Also, during the first year after occupying a newly built home you should check the fire door more frequently.

The integral smoke and intumescent fire seals (recessed into the door side and top frames) have seals to protect from smoke. These seals must not be over-painted as this reduces their effectiveness.

The door closer can be checked by opening the door fully and then checking that it closes fully by itself without binding or catching on flooring or the door frame. Note – if you suspect that the door closer is faulty please do not attempt to repair it yourself- the closers have high internal pressures and **under no circumstances should you attempt to dismantle the closer**. If you suspect that it is faulty and in need of replacement please contact a specialist experienced in installing and maintaining door closers- an experienced joiner for example.

Typical door closer user Information:

User Information for Door Closers
This information must be observed. Non compliance will absolve the manufacture from any liability. The door closer must only be used in accordance with its intended use; i.e. closing of side hung doors following manual opening.

Incorrect use may cause injury
- Obstruction of closing process (e.g. dragging doors, sticking weather strips/sealing rubbers, rough-running locks)
- Incorrect installation and adjustment (e.g. slamming doors)
- Danger of finger trap between frame and door leaf.
- Wrong size door closer.
- Closer used for other purpose than to close side hung doors.

Maintenance:
NOTE:
- Maintenance to be carried out by a specialist only.
- Check assembly for tolerance and undue wear.
- Tighten any screws that may have become loose.

At least once a year:
- Grease moveable parts.
- Check operation of doors and adjust if necessary.

Hinges should be checked to make sure there is no visible wear.

Locking mechanisms and handles should also be checked to ensure that they are not loose and are working correctly.

If replacing the fire rated garage/house door leaf in the future, a door which has a FD30 fire door rating and fire-rated ‘like for like’ ironmongery components must be used.

Any replacement doors must also be fitted with a suitable self closing mechanism (such as the door closer currently fitted) and fire/smoke seals.

WALL TILING

Wall tiles and in particular the grout between tiles should be regularly cleaned using a proprietary tile/grout cleaner in accordance with the manufacturer’s instructions.

Grout should be inspected and any areas which become loose should be replaced.

The sealant between the wall tiling and any worktops should be inspected and replaced as necessary.

SHOWER WALL PANELLING (WHERE FITTED)

Laminate wall panelling (where fitted) should be cleaned by using hot water and a mild detergent applied with soft cloths or soft nylon brush. Non scratch cleaners may also be used. On no account should scouring pads, acid based toilet cleaners or limescale cleaners be used.

Wall panelling and shower enclosure/tray should be dried off after use.

Abrasive or aggressive cleaning products should not be used as they will damage the laminate surface of the panel.

The sealant around the base of the wall panel should be inspected and replaced as necessary to prevent water ingress between the shower tray and the panelling.

INTERNAL DRAINAGE – ACCESS POINTS

Drainage soil and vent stacks run vertically through your home. The soil stacks are hidden within plaster-boarded ducts and bulkheads (which may also have hot and cold water pipework located in them). These ducts and bulkheads may have panels located at points where access may be required in the future if maintenance work is being carried out.

Picture of a typical access panel;

These access panels are recessed into the plasterboard and have a hinged fully removable door for easy and convenient access. They can be painted over, if required, during any future re-decoration work that you may carry out. Please note that these access panels should not be removed or sealed up – they are there to allow fast access to rodding or drainage access points (or hot and cold water valves and the like) – access may be required if, for example, a blockage occurs in the soil pipe.

FLOOR FINISHES

Please note that any wooden flooring or other feature flooring such as tiles or adhered ‘Karndean’ (or similar flooring) laid by you when you move into your home will not be lifted and re-laid as a result of any maintenance work which may require access to the floor. If maintenance work is required to any part of a floor or to any

under-floor services we will require you to arrange the lifting and replacement of any feature flooring to allow us access.

Notes regarding concrete floors (normally ground floors) – concrete floors in your home have been finished to standard tolerances obtainable by the material. Before laying floor coverings such as vinyl or wooden overlay flooring to concrete floors you should be aware that some important steps should be taken by you;

(1) You should have your floor covering installer check the moisture content of the concrete floor. This is particularly important if you are laying the floor covering immediately after moving into your home, as the concrete floor may still be drying out and moisture can affect some flooring materials. If necessary you should allow the concrete floor to dry out sufficiently before laying any flooring which may be affected by moisture or the concrete floor should be treated in accordance with the flooring supplier's recommendations before installing any vinyl or wooden or other feature type flooring.

(2) Concrete floors will normally need a self levelling screed applied prior to laying any vinyl or overlay type floor covering, again in accordance with the floor covering installers recommendations.

Notes regarding Chipboard Flooring - Chipboard flooring (normally to the first floor) should be prepared in accordance with manufacturer's recommendations prior to fitting of vinyls, wooden overlays or ceramic floor tiles. Also note that chipboard flooring may have service ducts installed (sections of flooring which can be removed to allow access to pipes and other services). We have installed these ducts so that they are level with the adjacent floor – however it should be noted that because timber floors naturally shrink as they dry this drying shrinkage of the floor may result in minor differences in level between the duct cover and the surrounding floor. This may become evident with some types of thin floor coverings and your choice of floor coverings should take this possibility into account.

Note regarding installation of carpets to staircases (where applicable) – carpet grippers must be glued or screwed to timber staircases – not nailed. Scotia will accept no responsibility for risers damaged due to nailing of carpet grippers.

ROOF SPACE

The attic space has not been designed to allow for storage. Do not use the attic space for storage. Flooring the roof space and using it for storage may cause deflection in the roof structure.

The attic has mineral wool insulation between and over ceiling joists. This insulation can cause skin irritation. If handling the insulation it is recommended that appropriate protective clothing and equipment be worn.

Care should also be taken if entering the attic – the ceiling plasterboard between the joists will **not** support your weight and there may be service pipes, extract fan ducting and cables hidden by the insulation that you can damage by inadvertently stepping on them.

Typically 2 storey houses have attic access hatches located in a bedroom ceiling- but if the attic access hatch is located in the first floor hall ceiling in close proximity to the stairwell then particular care should be taken if you are entering or exiting the

attic space to avoid falling into the stairwell. Do not stand on or use the stairwell balustrade as a support if entering or exiting the attic.

It is advised that you **do not enter** the attic space. The attic access hatches should only be used by competent tradesmen for access to the attic space for any essential maintenance works.

CONSTRUCTION OF WALLS, PARTITIONS, FLOORS & CEILINGS

The following notes provide, for your information, outline details of the construction for each part of your home. This information is generalised and particular areas of your home may differ – always seek appropriate advice and carry out detailed investigation works before making any alteration to your home in the future.

External walls: The house external walls comprise 100mm thick block-work outer leaf (with render or larch cladding finish), 50mm wide cavity and 100mm thick block-work inner leaf. To the inside of the blockwork inner leaf there is a layer of 100mm thick rigid insulation board, a service void formed from 50mm metal framing and a layer of 12.5mm thick plasterboard, which has been taped, filled and decorated. Safety Note – all external walls are load bearing and must not be altered without getting professional advice.

Partitions: 70mm thick metal framing with 12.5mm thick plasterboard each side. Some houses have load bearing internal partitions and they comprise 95mm timber framing with 12.5m thick plasterboard each side. Mineral wool acoustic insulation is fitted in the partitions around toilets and bathrooms. SAFETY NOTE – some internal walls are loadbearing, so do not remove or alter them, or make substantial alterations to them, without getting professional advice.

Ground floor: Concrete floor slab on rigid board insulation with damp proof membrane and sand blinding on upfill.

First floors; Intermediate floors (where applicable) comprise engineered I joists with 22mm thick chipboard flooring on top of the joists 22mm and 15mm plasterboard linings to the underside of the I joists. A layer of acoustic insulation is installed between the joists. Safety note – all floor joists are load bearing and must not be cut or notched without first getting professional advice.

Sloping ceilings: Where applicable, sloping ceilings have plasterboard fixed to the underside of the roof truss rafters with insulation fitted between the rafters.

Top floor ceilings: Plasterboard fixed to the underside of the roof trusses. Mineral wool insulation between and over the roof truss bottom ties.

Future alterations – should you consider making any alterations to your home in the future such as altering the partition layout or forming a new opening through a wall you should check relevant Local Authority permissions and/or use the services of a qualified architect before starting.

The external wall service voids, internal partitions, 1st floors and attic space all have services such as pipes and cables installed in them – refer to the safety precautions below if installing any fixings into these parts of your home.

Appropriate proprietary fixings should always be used to suit the wall construction (see below).

FIXING TO WALLS, CEILINGS OR FLOORS – IMPORTANT NOTICE

Wall fixings (for pictures, mirrors etc.) must be of the appropriate type for the type of walls described above. Be very careful if nailing or drilling into walls, ceilings or floors to avoid contact with any pipes or electric cables which may lie hidden behind the surface. We recommend that you use a services detector (cable detector) before drilling or nailing – it can reduce the risk of serious injury. If using power tools to install a fixing, you should always use a R.C.D. (residual current device). You should also always check for pipes and cables before drilling or nailing into floors or ceilings.

Note for any houses with under-floor heating (if applicable) - you should never drill or nail into any floor which has under-floor heating fitted.

In addition to the above please note that fixings should never be made to the following wall areas:-

a) Directly above or below any electrical socket outlet, switch or appliance.

b) Directly horizontal to any electrical socket outlet, switch or appliance.

This is because electrical cables run in these areas.

EXTERNAL FIXINGS

Any external fixings should only be made with consideration to the Deed of Conditions.

EFFLORESCENCE ON EXTERNAL WALLS

The appearance of a white deposit on external walls is caused by 'efflorescence'. This is a consequence of drying out and can often occur after a new house is constructed and is drying out. It can also occur when a wall dries out after period of heavy rain or in the spring as a result of drying out after a wet winter. As well as external wall materials such as block-work and mortar joints, it can also occur on products such as precast window sills, driveway paviors and paving slabs and also internally on concrete floors and areas of similar construction.

The efflorescence is caused by natural salts being drawn out of the wall materials while drying out and is quite normal. It is neither harmful nor detrimental to the performance of the material and, whilst it may look unsightly, the majority usually disappears over time. The advice given by most brick, block, cement and precast concrete manufacturers is that it is best dealt with by the combined effect of time and

weather. If efflorescence occurs externally on your home it is our policy to follow this advice and allow it to disappear naturally. It will usually disappear within a few weeks, washed away by normal rainfall. This process may take some time to draw out and remove all of the natural salts causing the efflorescence however it should be apparent that each time the efflorescence appears it will be in decreasing amounts.

Whilst natural weathering is the preferred cure for external efflorescence, if you wish (where it is in a safely accessible location) you can speed up the process by brushing down with a stiff non metallic brush (not a wire brush), making sure that the deposit does not enter the wall at a lower level. Any remaining deposit can be removed or reduced using a minimum quantity of clean water. We advise that you do not use any proprietary cleaning agents as some varieties contain a concentration of acid, which can permanently affect the appearance of the wall materials. A power washer should not be used as it can damage mortar joints and the wall materials if used incorrectly.

Our advice is that you let the weather deal with external efflorescence.

If efflorescence occurs on internal concrete floors or other such areas then it too can be removed by brushing with a non metallic brush and then removing the deposits with a vacuum cleaner. Internally occurring efflorescence should disappear quicker after brushing and vacuuming than external efflorescence as the home is dried out by the heating.

Should persistent efflorescence occur internally which does not disappear after removing it by the methods described above, then please contact Scotia for further advice.

LARCH CLADDING (WHERE APPLICABLE)

Some houses have feature areas of external vertical Scottish off-sawn larch cladding (Scotlarch) fixed with stainless steel nails to timber runners which are fixed to the external wall blockwork outer leaf.

The larch cladding was supplied by Russwood Ltd. of Newtonmore (contact details for Russwood Ltd. are in the Schedule of Materials at the end of this document) and it has been vacuum coated by them with a base and two top coats to a Light Oak/Cypress colour.

Russwood Ltd. recommend that re-coating will be required after approximately 3 years and they have a maintenance product, Teknos Woodex Aqua Solid, which can be used for re-coating the Scotlarch. We recommend that you inspect the larch areas on a regular basis and re-coat as required to ensure that the Scotlarch continues to look its best in the years ahead.

Should you require further advice or information regarding the maintenance or repair of the Scotlarch areas then these can be obtained from the material supplier by contacting them direct or by visiting their website www.russwood.co.uk.

EXTERNAL AREAS

Manholes give access to the underground drains - do not obstruct or cover them with soil. You may need to provide access to them quickly if there is a blockage. Please note that there are live underground services cables in the ground around your house. Great care **MUST** be taken if digging or carrying out excavation work in the vicinity of live underground cable routes.

Underground cables may be found just below the surface, although they are normally laid between 0.45m to 1.0m deep from the surface. Reduced depth may result from ground disturbance after laying or because the cable had to be laid over an underground obstruction. Even shallow excavations (e.g. for post holing and fencing work or for garden features such as ponds) may be a source of danger.

If you do uncover a cable during excavation work - **ALWAYS** assume it is live. If in any doubt contact a qualified person to seek advice before carrying out excavation work.

Garden and exterior areas maintenance - caring for your garden.

Depending on the layout of the external areas for your particular plot, some or all of the following notes may be applicable;

Caring for the grass (including trees and shrubs where they have been provided) in your garden is essential. This will ensure that the planting is successfully established and your garden thrives.

The rear gardens of most new homes are finished in rotovated topsoil, allowing you the opportunity of designing and landscaping to your own requirements. It is important that the landscaping is carried out as soon as possible after the date of the handover, as it is only by working the soil that it will remain aerated and weeds will be prevented from becoming established. This will also help to establish the finished level of the soil and ensure it drains more effectively- so reducing the potential of any flooding during wet weather conditions (see also maintenance of garden areas below). However, if there has been rain please take this into consideration when carrying out landscaping work to your rear garden – let the topsoil dry out sufficiently before working on it - compacting wet topsoil will damage it making it unsuitable for good drainage or good grass or plant growth.

The areas to the front of your home may be turfed and/or have shrubs, hedging or trees planted in them.

There follows some important care and maintenance requirements for your garden ground;

Maintenance of garden areas;

Watering of turf and planted areas – In the absence of regular heavy rainfall you should water turf at least twice a week – daily if the weather is hot and dry – after moving in. A newly turfed garden looks deceptively mature but the new grass has only a very small reserve of moisture in the soil attached to the turf. Until the grass roots grow into the underlying soil the turf is prone to drying out and shrinking. This can leave unsightly gaps. Light rain is often not enough to sufficiently water the turf and underlying soil. The best way to irrigate your garden is by using an oscillating sprinkler. Trees, shrubs and hedging also need copious watering after planting. As

with turf, the roots have not yet grown into the surrounding soil and can only pick up moisture from a very limited area. Planning permission for planting schemes usually requires that planting shown on the approved plans is maintained for a specified period of time. This obligation is passed on to you once you take up ownership of the property. Scotia does not replace turf, trees, hedging or shrubs that have failed due to a lack of watering.

Damage to turf – Walking on turf before it has properly settled in can cause considerable damage. Dents and hollows made on new turf will not disappear and are often difficult to repair. It usually takes about a month to become firm enough to walk on, but this can vary according to weather and soil conditions. If you are installing or removing a sprinkler use wide boards to spread your weight and minimise damage.

Mowing turf – it is recommended that you do not mow the turf for at least the first week after moving in. Let it grow to establish itself and make sure before mowing for the first time that its roots have grown down into the soil below. For the first cut leave the grass higher than normal and then gradually reduce the height in subsequent mowings until you reach the height you want.

Turf areas – In order to assist drainage of these areas the turf requires to be regularly aerated, to a minimum depth of 25/30mm by spiking the turf with a garden fork or spade.

For better results deeper spiking (100-150mm deep) with an appropriate tool proprietary tool should be carried out and the holes filled with a free draining material such as a lawn dressing or horticultural sand.

In the event that your lawn does become waterlogged you should, wherever possible, avoid walking on it until it dries out.

Garden areas – If you intend to create a lawn we would recommend that you seek expert advice on the preparation and sowing of the grass seed or laying of turf as the clay soils will require the addition of sharp sand, organic matter or compost to aid drainage.

For the preparation and continued maintenance of your garden areas for growing plants/trees/bushes etc., we would recommend that you follow advice available online from the Royal Horticultural Society or other similar gardening websites as these provide tips and advice on how to get the best out of your garden and the type of plants best suited to clay soils.

Additional notes for garden areas;

Rotary clothes dryer – If a rotary clothes dryer has been provided, please note that children should not play with this product – it is recommended that when not in use it is folded and stored safely out of the reach of children.

Damp proof courses – there are damp proof courses built into your external walls to prevent damp from the ground soaking up the outside walls. These are normally approximately 150mm from the ground level around your house. It is important that these damp proof courses are kept clear – if you are carrying out any landscaping or ground-works alongside your external walls then please ensure that you do not cover these damp proof courses or otherwise bridge them, allowing damp to rise up past the damp proof course.

DRAINAGE CONSIDERATIONS

The rainwater and any driveway drainage has been designed to comply with Local Authority Regulations (such as planning, building control and roads construction consent conditions) and SEPA (Scottish Environment Protection Agency) requirements including SUDS (Sustainable Urban Drainage Systems) requirements. In simplified terms these regulations require us to ensure that the drainage systems designed and installed around your home collects any rainwater which falls onto your house and surrounding plot and drains it away in a responsible manner.

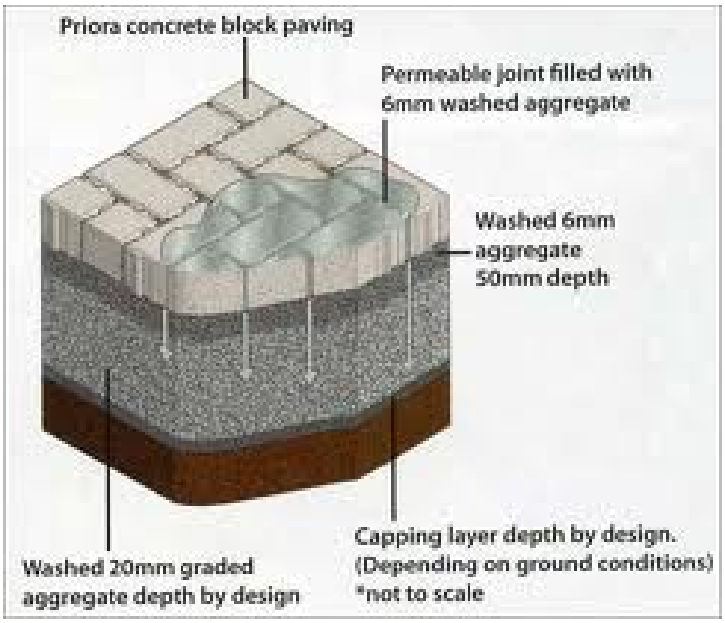
This development has a rainwater detention pond arrangement to the East of the development which is designed to collect rainwater and surface water and control it to encourage it to soak away into the surrounding ground.

There are a number of very important points that you should be aware of in relation to the drainage around your home;

1. Alterations to your driveway or parking spaces (or other areas within your plot curtilage). It is important that rainwater does not run off your plot onto the adjacent roads and footpaths (this is particularly important where the road is adopted by the local authority). We have designed the access driveway to ensure that any rainwater falling onto it either runs off into your plot where it soaks away into the ground or is collected into a gully or a permeable surface is used on the drive (such as gravel). If you subsequently make any alterations to your drive you must bear this in mind and make sure you have obtained the necessary permissions from the relevant local authority. For example if you have a gravel drive which slopes down to the road outside your home and you decide to have it tarred then you will also have to install suitable drainage to deal with any rainwater which falls onto the drive. Failure to make such drainage provision will be likely to lead to the local authority demanding that the original surface be reinstated. Also if you extend your drive over garden ground you must ensure that existing drainage provisions are adequate. Finally, it should also be noted that if you are changing the surface of your driveway the local council may require that the first two meters of your drive must be a ‘hard surface’ – not stone chippings or gravel or similar loose surface- again it is important that you obtain the necessary permissions prior to making any alteration to your drive.
2. Alterations to your garden ground. Removal of garden areas and installation of, for example, large impermeable patio areas or a large area of other hard standing will reduce the area of ground available to soak up rainwater and could lead to flooding problems if adequate drainage is not installed at the same time. If you decide to ‘slab over’ your garden ground you must also ensure that you make adequate provision for dealing with any rainwater to avoid increasing the risks of flooding your own and your neighbours properties.
3. Maintenance of the drainage system. It is essential that the drainage systems installed around your property are maintained to keep them in good working order. This not only ensures that any rainwater which falls onto your house and plot is dealt with efficiently, but will ensure that risk of flooding to your home and your neighbours is minimised. Similarly the foul drainage needs maintained to keep it in good working condition and to ensure it does not become blocked or damaged. Depending on the particular drainage systems installed around your home the following general maintenance notes should be adhered to (where applicable);

- Rainwater gutters and downpipes- depending on the likes of tall trees and other sources of debris in the surrounding area rainwater gutters require to be cleaned out on a regular basis to prevent debris and dirt finding its way into the underground rainwater drainage system and either blocking it or reducing its effectiveness. Keeping the rainwater gutters clear also reduces the possibility of them over flowing during thunder storms or periods of very heavy rain- a leaking or over flowing gutter could damage the external envelope of your home and lead to damp and other problems.
- Underground rainwater and foul drainage pipes- you are responsible for the maintenance and repair of your underground drainage pipes from your house to the disconnecting manholes. Disconnecting manholes are normally located in your access drive or in the front garden. To minimise problems with your underground drainage it is essential that inappropriate items are not allowed to enter your underground drainage pipes- please refer to item 4 below for more information.
- Permeable block drives / parking areas (if installed) – Permeable blocks have small gaps between each block to allow water to drain between the blocks and into the layers of material below and ultimately into the surrounding sub-soils. For this to remain effective you should ensure that you do not allow the gaps between the blocks to become clogged with fine soils or other debris. Generally most permeable block manufacturers recommend sweeping the blocks twice a year to remove any loose particles from the surface is adequate and if the gaps do become badly clogged they can be cleaned out with a suitable tool. However please note that generally these porous blocks are designed to deal with a much higher rainfall intensity than normally encountered in the UK therefore their continued operation can accommodate a reasonable amount of debris in the gaps of the blocks. Power washing of the blocks is not recommended because it can lead to the fine bed that they are laid on becoming eroded and rutting, depressions and cracking of the block surface can arise as a result.

Diagram showing a typical arrangement for permeable block paving;



- Gravel drives (where applicable)– these are generally maintenance free and only need raked level on occasion to remove any rutting caused by cars or footpath traffic and the gravel may need 'topped' up from time to time to keep it looking at its best.
- Garden ground – please refer to the maintenance information contained in the previous 'External Areas' section.

4. Avoiding blocked drains. The foul drainage system from your home is designed to take used water from sinks, showers, baths and toilet waste. The drainage is not designed to take inappropriate items such as wipes (baby, personal cleaning and the like), sanitary items, cotton wool, cotton buds, disposable nappies, cooking fat or oil or grease and the like. Scottish Water, who maintain the drainage network in the streets have to deal with on average 40,000 blocked drains every year across Scotland- blocked drains can lead to flooding of your property and your neighbouring properties. Around 80% of these blocked drains are caused by inappropriate items being put down the toilet or fat, oil or grease being put down the sink. Please ensure that you do not dispose of inappropriate items into your drainage system. Refer to the Scottish Water leaflet included in your hand over pack for more information.
5. Water butts. If you decide to install a water butt to one or more of your rainwater downpipes please ensure that you also fit an over-flow back into the rainwater downpipe (to avoid the water butt over-flowing and causing flooding) and that any water butts are located in accordance with any relevant Deed of Conditions. Kits for water butt overflows are available in any good garden centre.

METERS

The Electric meter is located, typically, in the garage. The Gas meter is located in an external meter box.

UTILITY SUPPLIERS

The existing suppliers for gas and electricity to your new home will be recorded and your understanding of this confirmed on the 'New Home Introduction' form. Suppliers are required to be in place prior to completion for the purposes of installing infrastructure, making connections, and testing various features of the property.

Once you have taken possession of your new home and ownership has been legally transferred, it of course becomes your own right to decide which particular supplier you wish to use. It is at this point that meter readings are recorded on handover documentation, thereby denoting the change in responsibility for payment of ongoing bills. This same documentation, specifically the Handover Certificate, also includes MPAN (Meter Point Administration Number) and MPRN (Meter Point Reference Number) details, which are determined well in advance of construction completion and provide supply point identification for your new home. **It is strongly recommended that you keep this Handover Certificate in a safe place.**

Utility suppliers are then provided, by us, with these readings and confirmation of change of responsibility in order that they may start to invoice you directly as a private customer and homeowner. From this point, it is possible for you to review,

and indeed change, the tariff and/or supplier for gas and/or electricity. Although the administration of the changed contact details may take a little time for some suppliers to update, all that is needed to process a change is simply the MPAN and/or MPRN details as a starting point. The main utility supplier which Scotia Homes currently utilise for initial connections is Scottish Gas, who can be contacted for initial account queries on 0800 048 0202.

Whilst there is an inevitable time period during which specific contact details applicable to an address are updated to current suppliers and this is subject to administrative process, the use of correct MPAN/MPRN details as noted above should provide sufficient reference for review and/or change of supplier after the point of handover.

N.B. Some developments may already be fitted with 'smart' meters, which allow for both remote taking of meter readings and a separate display of usage and costs. These meters are progressively being installed in both new and existing properties, and will become prevalent in the near future. Should your new home be fitted with a 'smart' meter and you choose to change supplier, please be aware that you may lose some 'smart' functionality if the chosen supplier is not yet compliant with this technology.

LOCAL AUTHORITY REFUSE AND RECYCLING COLLECTION

The development has been planned to incorporate the required storage stances for wheeled bins and routes for collection vehicles. The responsibility for organising a wheeled bin with the local council (The Moray Council for Hamilton Gardens) is your own, and you may have already done so, if not, please utilise the contact details for the council below.

Should you have any queries or need advice regarding Waste and Recycling, perhaps for obtaining bins or for additional bins, advice on special collections or waste collection calendars in your area, please contact The Moray council on 01343 543451 (main switchboard – during office hours) or visit their website www.moray.gov.uk.

Note also that there is a domestic wheeled bin request form available on the Moray Council website (in the Environment & Waste/ Recycling & waste section) which can be downloaded and used to purchase a set of bins for a newly built property.

COUNCIL TAX

The local authority will be aware of the new homes which are within your development, with a responsibility for payment of council tax falling upon the new owner (yourself). The authority will have made a banding valuation for your own property type and will issue payment instructions and schedules accordingly.

Should you not receive confirmation of this from The Moray Council or have any questions, please contact them at:

- Website : www.moray.gov.uk
- Telephone: 01343 543451 (main switch board- during office hours)

SCHEDULE OF TEST CERTIFICATES

ALPHA INTEC GAS BOILER

Installation and servicing instructions (including service record) are contained in your hand over pack.

SCHEDULE OF MATERIALS

Item	Description	Supplied by	Tel No.
Windows	Campden Group White inside/ grey outside uPVC casement windows	International Doors & Windows, Aberdeen	01224 682229
French Doors (where applicable)	Campden Group White inside/ grey outside uPVC outwards opening French doors	International Doors & Windows, Aberdeen	01224 682229
Internal Door Leafs	Premdor Ladder moulded solid core internal door leafs	International Doors & Windows, Aberdeen	01224 682229
Ironmongery for internal doors	Door Handles – Carlisle Brass Trend ref SZM 160 CPSN (polished chrome/ satin finish). Bathroom thumbturn and release- Carlisle Brass Serozzetta ref SZM004-CP, polished chrome.	George Boyd Ironmongery, Aberdeen	01224 685541
External Doorsets	Campden Group Calgary Prestige front (and rear where applicable) doorsets finished colour externally Anthracite grey RAL 7016	International Doors & Windows, Aberdeen	01224 682229
Garage doors (where applicable)	Garador Carlton Retractable framed garage door factory finished colour anthracite grey	Travis Perkins Trading Co Ltd, Inverness	01463 231171
Skirting boards & Door Facings	MDF 95 x 14mm skirtings and 70 x 18mm facings, 18mm thick MDf cill boards, 18mm thick MDF bulkhead tops.	Fleming Buildbase, Aberdeen	01224 258200
Intermediate floor joists (first floors- where applicable)	JJi engineered I joists and associated metalwork	Pasquill, Inverness	01667 462102
Kitchen Units & Worktops	Laings Directline range with 40mm laminate worktops.	James Laing & Son Ltd, Inverurie, Aberdeenshire	01467 620311
Kitchen Appliances	Various (depending on plot)	James Laing & Son Ltd, Inverurie, Aberdeenshire	01467 620311

Kitchen sink and sink mixer	Leisure Euroline stainless steel inset sink 1 ½ bowl with Bristan Ruby monobloc sink mixer	William Wilson Plumbers Merchants, Elgin	01343 543181
Sanitary-ware (standard bathroom)	Ideal Standard Alto 55cm 1 tap hole wash hand basin and semi pedestal with chrome plated Bristan Prism basin mixer. Ideal Standard Tempo Cube 1700 x 700 bath with Unilux E3194 panel and chrome plated Bristan Prism bath filler. Ideal standard Alto WC pan close coupled with Alto cistern and Alto seat and cover.	William Wilson Plumbers Merchants, Elgin	01343 543181
Sanitary-ware (standard en-suite – where applicable to house type)	Ideal Standard Alto 1 tap hole wash hand basin and semi pedestal with chrome plated Prism basin mixer. Ideal standard Alto WC pan close coupled with Alto cistern and Alto seat and cover. Just Ultracast shower tray with Bristan Prism thermostatic dual control shower valve with adjustable riser with Ideal Standard Synergy chrome/ clear glass enclosure	William Wilson Plumbers Merchants, Elgin	01343 543181
Central Heating + Hot Water System	Alpha Intec boiler, gas saver unit and associated controls and valves (including thermal store where fitted)	Plumb Centre, Elgin	01343 548596
Radiators	Myson Premier HE	Plumb Centre, Elgin	01343 548596
Radiator Valves	Danfoss RASC2 (10mm or 15mm)	Plumb Centre, Elgin	01343 548596
Switches, Sockets and electrical accessories	Click Mode Range switches and sockets	Holland House Electrical Co Ltd, Elgin	01343 548596

Extract Fans	Greenwood and Vent Axia extract fans	Holland House Electrical Co Ltd, Elgin	01343 548596
Smoke, Heat + CO detectors	Aico Ei141 smoke detectors, Aico Ei261ENRC CO detectors and Aico Ei144 heat detectors (where fitted).	Holland House Electrical Co Ltd, Elgin	01343 548596
External light fittings	Front Doors-Searchlight up and down wall light ref 7008-2SS. Back doors-Ansell A100PC 100w bulkead light with polycarbonate lens.	Holland House Electrical Co Ltd, Elgin	01343 548596
Gutters and downpipes	Marley deepflow gutters and circular downpipes	William Wilson Plumbers Merchants, Elgin	01343 543181
Roof trusses	Factory manufactured timber roof trusses and associated metalwork	Donaldson Timber Engineering, Buckhaven, Fife	01592 71592 715026
Roof Tiles	Marley Modern interlocking concrete roof tiles with Marley Modern ridge tile, Marley Universal verge units and Marley Modern hip tiles (where applicable)	Materials supplied by GPH Builders Merchants Ltd, Westhill, Aberdeenshire. Roof tiles installed by Sky High Roofing, Forres	GPH Builders Merchants ; 01224 748313 Sky High Roofing; 01309 674011.
UPVC eaves fascia boards and gable barge boards	White upvc from the Clear Amber 'Toughcore' range	Clear Amber Group, Perth	0845 384 4444
Attic insulation	Glass fibre mineral wool insulation in attic space (300mm thick loft roll 44)	Supplied and installed by Logical Insulation Solutions Ltd, Grangemouth	01324 477090
Precast concrete window cills and door thresholds	Natural colour smooth precast concrete	Inverness Precast	01463 237556
External walls Render	Dry Dash Roughcast Stonepack Nordic Chips on stonepack silver sand and snowcrete white cement top coat with white Renderplas RS15 stop beads, MJX15 movement joint beads and B20 bellcast beads. Smooth Render areas (where applicable); K Rend standard UF basecoat and K Rend Silicone FT colour white.	Materials supplied by Keyline Builders Merchants, Aberdeen.	Keyline Builders Merchants; 01224 576100.

K Rend basecourse	K Rend standard UF base and K Rend Silicone FT colour Pewter Grey top coat.	Supplied by Keyline Builders Merchants, Aberdeen.	01224 576100
Larch Cladding	Scotlarch 150 x 22mm thick colour light oak/cypress with stainless steel annular ring shank fixing nails	Russwood Limited, Newtonmore	01540 673648
Timber fencing	Timber fencing and gates to gardens	Cardon Property Services	07944 509999
Plot landscaping	Including turf, planting (where applicable), grey riven precast concrete paving slabs, gravel for driveways (14mm grey granite chips) and Charcoal colour grey lock-block (50mm thick by Cemex) areas of driveways.	Grey granite chips- supplied by Tennants Elgin Ltd. Plot landscaping carried out by; Scot-N-Yard	Tennants Elgin: 01466 711335. Scot-N-Yard; 07522 922814.
Paint to Internal Walls (standard decoration)	Dulux Trade super matt emulsion (colour white to bathrooms and toilets, colour Timeless to all other walls).	Dulux Decorator Centre, Elgin	01466 711335
Paint to ceilings (standard decoration)	Dulux Trade super matt emulsion colour white.	Dulux Decorator Centre, Elgin	01466 711335
Decoration to staircase handrails (where applicable)	Shellac sanding sealer	Dulux Decorator Centre, Elgin	01466 711335
Paint to skirting boards, internal doors, internal door facings, staircase spindles etc. (standard decoration)	Dulux Quick Dry Satinwood (colour white)	Dulux Decorator Centre, Elgin	01466 711335

Note - Not all items or colours are applicable to all properties

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